DOCUMENT RESUME

ED 296 169 CE 050 522

AUTHOR	Boerner, Lee Ann
TITLE	Job Seeker's Workbook.
INSTITUTION	Wisconsin Univ.-Stout, Menomonie. Stout Vocational Rehabilitation Inst.
REPORT NO	ISBN-0-916671-83-6
PUB DATE	88
NOTE	179p.; For the accompanying instructor's manual, see CE 050 521.
AVAILABLE FROM	Materials Development Center, Stout Vocational Rehabilitation Institute, University of Wisconsin-Stout, Menomonie, WI 54751.
PUB TYPE	Guides - Classroom Use - Materials (For Learner) (051)
EDRS PRICE	MF01/PC08 Plus Postage.
DESCRIPTORS	Career Choice; *Career Education; *Career Planning; Employer Employee Relationship; *Employment Potential; Goal Orientation; *Job Search Methods; *Job Skills; Learning Activities; Postsecondary Education; Vocational Education; Workbooks

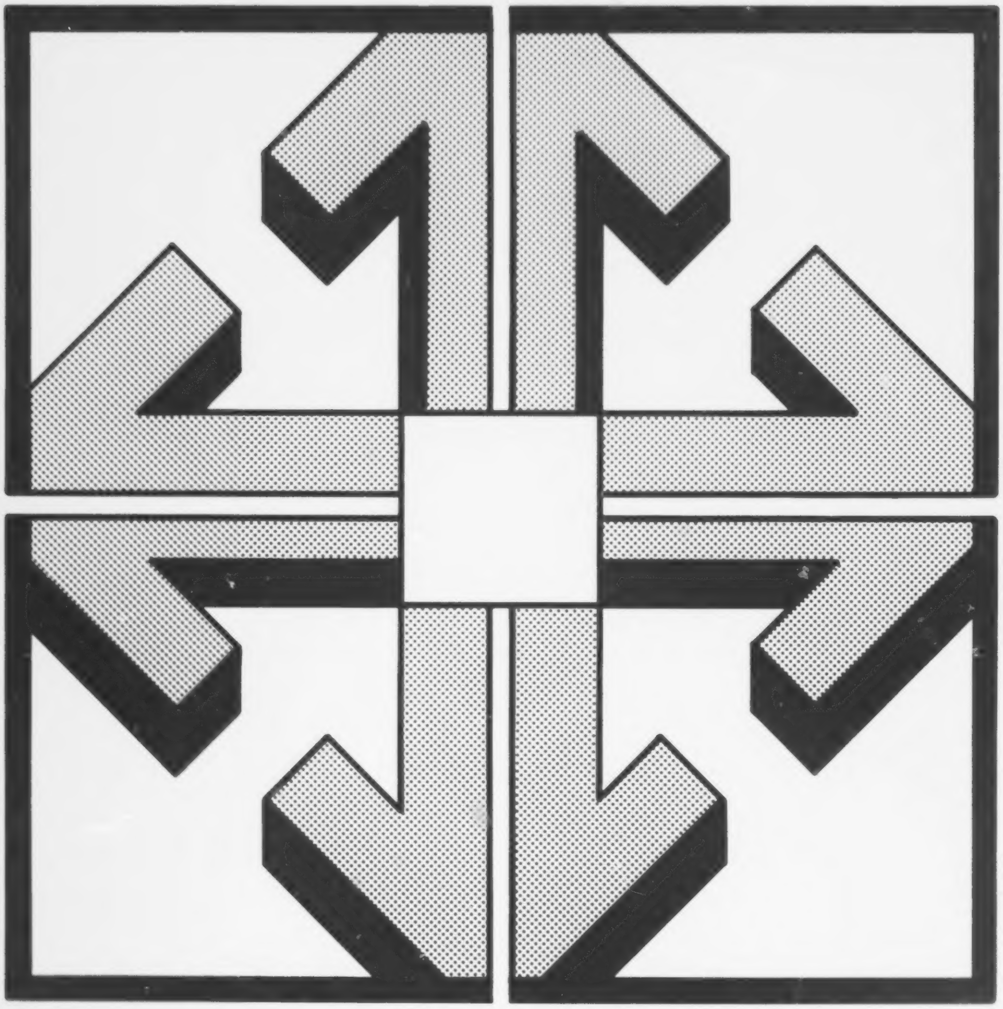
ABSTRACT

This workbook contains materials for a practical, step-by-step course on job seeking and related skills. The materials are intended for a 30-hour course. The six units are: Getting to Know One Another, Knowing Myself and Choosing Job Goals, Doing the Paperwork, Getting Ready to Find a Job, Getting a Job and Keeping It, and Where Do I Go From Here--What Next? Types of materials provided for each unit are: exercises, sample materials, examples, and informative material. The exercises include checklists, short-answer questionnaires, and sample forms to fill out. A reference list is appended. (YLB)

****
* Reproductions supplied by EDRS are the best that can be made *
* from the original document. *
****

ED296169

JOB SEEKER'S



WORKBOOK

Lee Ann Boerner

CE050502

U.S. DEPARTMENT OF EDUCATION
Office of Educational Research and Improvement
EDUCATIONAL RESOURCES INFORMATION CENTER (ERIC)
☑ This document has been reproduced as received from the person or organization originating it
☐ Minor changes have been made to improve reproduction quality
• Points of view or opinions stated in this document do not necessarily represent official OERI position or policy

MDC
Materials Development Center
Stout Vocational Rehabilitation Institute
School of Education and Human Services
University of Wisconsin-Stout

"PERMISSION TO REPRODUCE THIS MATERIAL HAS BEEN GRANTED BY
TO THE EDUCATIONAL RESOURCES INFORMATION CENTER (ERIC)."

The Job Seeker's Workbook

Lee Ann Boerner
Employment Readiness Training Coordinator

Projects with Industry
Stout Vocational Rehabilitation Institute
School of Education and Human Services
University of Wisconsin-Stout
Menomonie, Wisconsin 54751

Edited by Karl F. Botterbusch, Ph.D.

Materials Development Center
Stout Vocational Rehabilitation Institute
School of Education and Human Services
University of Wisconsin-Stout

Copyright © 1988

Projects with Industry
Stout Vocational Rehabilitation Institute
University of Wisconsin-Stout

All rights reserved. May be duplicated for purchasing agency's use only.
Permission must be requested for any other use.

ISBN: 0-916671-83-6

Contents

Page

UNIT 1 **Getting to Know One Another**

- Why a Job Seeking Skills Course . . . 3
- What Can I Expect to Happen? . . . 4
- Getting to Know One Another Exercise . . . 6

UNIT 2 **Knowing Myself and Choosing Job Goals**

- What is Important to Me? . . . 11
- My Skills and Abilities . . . 13
- Short-Range Job Goals--Which Jobs are for Me? . . . 26
- Long-Range Job Goal Setting . . . 27

UNIT 3 **Doing the Paperwork**

- Filling Out Job Application Forms . . . 37
- Resumes . . . 57

UNIT 4 **Getting Ready to Find a Job**

- Planning and Keeping Track of My Job Search . . . 89
- How to Apply for a Job . . . 94
- How to Interview . . . 111
- Dress and Grooming - The Finishing Touch . . . 130
- The Informational Interview . . . 140
- Dealing with Rejection . . . 145

UNIT 5 **Getting a Job and Keeping It**

- Problem Solving . . . 151
- Making Responsible Employment Decisions . . . 155
- Company Rules and Fitting In . . . 159
- Doing the Job Right - An Employer's Expectations . . . 163
- Working with Others and Getting Along . . . 165
- Career Paths . . . 168

UNIT 6 **Where Do I Go from Here--What Next?**

- Review - On the Road to Success . . . 171

UNIT 1

GETTING TO KNOW ONE ANOTHER

WHY A JOB SEEKING SKILLS COURSE?

This course has been designed to help you succeed in finding, getting and keeping the job you want. Many people feel that looking for work is a difficult and frightening proposition. The truth is, it can take a while to find the right job for you, but with some practice and preparation it can be a very positive experience. Consider your job search to be a challenge that you can meet!

This Job Seeking Skills Course will begin by helping you to decide which jobs fit your current interests and values. Once you have defined your job goal, the course will help you prepare to find, get and keep the job you want. It will help you do things that might otherwise be difficult, such as writing a good resume and developing a job search plan. You will also receive tips on contacting employers, hints on answering tough interview questions, and suggestions on how to generally make a good first impression on employers. Finally, this course will teach you some decision-making and problem-solving skills.

How much you get out of this course depends on the amount of effort you put into it. Your instructor is available to provide you with assistance in overcoming any obstacles and anxieties that you might have. The employment market is very competitive; this course can give you a very real advantage in that market.

WHAT CAN I EXPECT TO HAPPEN?

There are about 30 hours of class time scheduled for this Job Seeking Skills course. During this time you will work with an instructor and the same classmates.

Please write down the class days and hours below.

Day	Hours
________	______ to ______
________	______ to ______
________	______ to ______
________	______ to ______
________	______ to ______

During class time the instructors will help you with the paperwork, planning, and practicing for your future job search. This should be a class that is fun. It will offer you a chance to learn things that may help you for the rest of your life. If there are problems standing between you and getting a good job, the class will help you try to resolve those problems. Because each person has different abilities and experiences, you will not be compared to others and how well they do. If you believe that you have special needs or problems, please talk this over with the instructor so that the two of you can decide what to do. The Job Seeking Skills class will not do everything for you, but is intended to help you to do for yourself.

JOB SEEKING SKILLS COURSE

A Typical One Week Class Schedule

Monday:

A.M.
- Course Orientation
- Introductory Exercise with Videotaping
- Interest and Values Clarification
- Personal Skills Identification

P.M.
- Job Goal Planning
- Review and Discussion of Application Forms
- Completion of Application "Help Sheet"
- Discussion of Legal and Illegal Questions Asked by Employers

Tuesday:

A.M.
- Motivational Film
- Discussion of Job Resources and Job Search Plan
- Job Search Plan Development

P.M.
- Resume Development
- Lecture and Discussion of Resume Development
- Letters of Recommendation and References

Wednesday:

A.M.
- Discussion of In-Person and Telephone Application Procedures
- Discussion of Common Interview Questions

P.M.
- Cover Letter/Letter of Application Development
- Scheduled Talks with Placement Staff
- Videotaping of First Mock Interview
- Continue Job Search Plan Development

Thursday:

A.M.
- First Videotape Review and Feedback Session
- Continued Job Search Plan Development
- Informational Interviewing Discussion

P.M.
- Continue Job Search Plan Development
- One-to-One Meetings with Clients and JSS Course Staff
- Videotaping of Second Mock Interview

Friday:

A.M.
- Second Videotape Review and Feedback Session
- Discussion of Problem-Solving and Decision-Making Methods
- Discussion of Employer Expectations and Job Keeping Skills
- Discussion of Appropriate Dress and Grooming
- Distribution of Completed Resumes and Job Search Plans
- Completion and Collection of Client Feedback Forms on JSS Course
- Final Wrap Up of Class
- Staffings Involving Individual Client, Family Members, JSS Course Staff and Appropriate Counselor(s) for Each Participant

GETTING TO KNOW ONE ANOTHER EXERCISE

Because your group will be working together during this course, it is important that we all get to know one another. The following exercise is meant to provide an introduction to both your classmates and the instructor.

There is no right or wrong way to do this exercise. It gives everyone a chance to learn something about one another and is a nice way to begin talking in front of the group.

1. Choose a partner to interview for a few minutes.
2. Ask your partner the questions from the interview sheet on the next page. If you want, you can jot down a few notes about the answers your partner gives. You can use your notes later to remind you of what your partner told you. These notes are for your use only--you do not have to turn them in.
3. Your partner should then interview you in the same manner.
4. Next you will be asked to introduce your partner to the rest of the class. Mention anything that will help your classmates get to know your partner such as any special interests, skills and experiences he/she has.
5. Your partner will then introduce you to the class in the same manner.

NOTE: If the class has videotaping equipment, this is a great exercise to film and watch. It can help you get used to seeing and hearing yourself on the television monitor without the fear that you are doing or saying something "wrong." You will learn a great deal from watching and listening to yourself on videotape. Don't worry if you feel nervous--everyone does!

INTRODUCTORY EXERCISE INTERVIEW SHEET

My partner's name: ______________________________

Where my partner lives: ______________________________

Interesting facts about my partner's home or family:

My partner's hobbies, interests or activities:

Special training or courses my partner has had:

Work experience my partner has had:

The kind of job my partner wants right now:

The town or place my partner wants to live:

Other future goals my partner has:

Something my partner likes about him or herself:

UNIT 2

KNOWING MYSELF AND CHOOSING JOB GOALS

WHAT IS IMPORTANT TO ME?

In order to know what is important to you, you must first understand your values, interests, skills, and abilities. You must also know if you have any limitations and how best to work with them or around them. For example, if you cannot read or write well you probably cannot be a secretary or stock clerk, but there are many other jobs you can do. Likewise, if you have physical restrictions there may be some jobs you are unable to do. However, there are other jobs you can do. There are also ways to accommodate or to change the work site so you can do the job.

Knowing yourself well is critical to a successful job search. It is your job to "sell" your skills and abilities to prospective employers. The work sheets in this unit are designed to help you evaluate some of your worker strengths as well as any limitations.

So let's get started.

MY WORK VALUES

First, let's look at the things about work that are important to you--these are your work values.

Please check (✓) all the things you would need to be happy on the job:

_____ Enjoy and feel good about the work I do
_____ Amount of money paid--good wages
_____ The job is located in a specific town or place
_____ Good reputation of employer
_____ Same hours and days (shifts) to work
_____ A worker's union
_____ Chance to advance in my job
_____ Safe working conditions
_____ Good benefits such as paid insurance, sick leave, and vacations
_____ Clean work area
_____ Quiet work area
_____ Lots of activity in work area
_____ Able to wear nice clothes to work
_____ Approval of family and friends
_____ Able to use my natural talents and abilities
_____ Likeable boss
_____ Likeable co-workers
_____ Lots of supervision
_____ Some supervision
_____ Little or no supervision
_____ Steady, permanent job
_____ Opportunity for overtime
_____ Others:

Now circle the three values that are the most important to you. As you set your job goals, keep these values in mind--especially the three that you have identified as the most important to you. If you do not understand your values, you may find yourself feeling very dissatisfied and unhappy in a job later.

MY SKILLS AND ABILITIES

MY WORKER STRENGTHS

Many times we feel shy about talking about our good work habits or "strengths."

Please check (✓) all that describe you and, go ahead, brag a little!

_____ Am honest
_____ Do what I say I will--am dependable
_____ Am friendly and cooperative
_____ Get along with other workers
_____ Get along with supervisors
_____ Control my temper--rarely get angry
_____ Learn things quickly
_____ Am clean and have a good appearance
_____ Can work without constant supervision
_____ Neat in work habits
_____ Willing to do extra work
_____ Do careful, accurate quality work
_____ Have energy, work hard and fast
_____ Can be trusted
_____ Am cheerful with positive attitude
_____ Like and believe in myself
_____ Am creative
_____ Can solve problems--find new ways of doing things
_____ Working and being productive are important to me
_____ Others:

Often an employer will ask you what your "strengths" as a worker are. **Circle three strengths that you might give as an answer. How would you expand on this answer by giving specific concrete examples where you have demonstrated these strengths in past work or life experiences?**

MY WORKER WEAKNESSES

All of us have a few bad habits or "weaknesses." It is helpful to know where we can use a little improvement. Be honest when you answer the following as no one will see this list but you.

Please check (✓) all that describe you when you are on the job.

_____ Brag about myself a lot
_____ Am often moody or unpleasant to others
_____ Gossip or talk about others
_____ Use bad language--swear
_____ Look dirty or have body odor
_____ My clothes sometimes look messy or inappropriate
_____ Like to show off
_____ Have a bad temper
_____ Complain or argue too much
_____ Want things my way--sometimes am selfish
_____ Am lazy or get tired easily
_____ Put things off instead of doing them now
_____ Cheat or lie
_____ Take credit for things I didn't do
_____ Make fun of or tease others
_____ Do not always do what I say I will
_____ Have poor manners--sometimes inconsiderate
_____ Am suspicious of or don't trust others
_____ Get bored easily
_____ Party too much, too late, too often
_____ Take things that aren't mine
_____ Am careless and make mistakes in my work
_____ Sometimes talk too much at the wrong time
_____ Get upset when someone corrects me--even when I need it
_____ Others:

Although these weaknesses are not the sort of thing you would tell during a job interview, you should be aware of them.

Note: Any behaviors checked above could get you into serious trouble on the job or even cause you to lose a job. **What changes might you make to correct these behaviors?**

A FIRST LOOK AT MY SKILLS AND ABILITIES

People who work in the field of vocational planning often categorize interests, skills, abilities and jobs into three areas. These areas are:

THINGS
DATA
PEOPLE

The next exercise is designed to help you begin to identify some of the skills you have right now and that you could use on a job. Look for a trend--are your skills "better" in the area of Things, Data, or People? (Some of these skills may overlap into other areas.)

Check (✓) all the skills you have--also indicate how well you can do each thing.

At this time I can:	Very Well	Some-what	Not At All
THINGS			
Measure and mix things	____	____	____
Work in food preparation and clean-up	____	____	____
Draw or design things.	____	____	____
Fix things using tools	____	____	____
Lift or move heavy things.	____	____	____
Climb heights	____	____	____
Work well with my hands to make and repair things	____	____	____
Grow plants and crops or raise animals.	____	____	____
Drive a car, truck, or heavy equipment.	____	____	____
Operate machines	____	____	____
Sort, organize, and arrange things	____	____	____
Clean places or things.	____	____	____
DATA			
Read and write.	____	____	____
Work with details.	____	____	____
Organize work	____	____	____
Do math well--work with numbers	____	____	____
Accurately record information.	____	____	____
File alphabetically and numerically	____	____	____
Follow written instructions	____	____	____

A First Look...(continued)

	Very Well	Some-what	Not At All
Prepare reports			
Solve problems or plan future work			
Look up information--do research			
Work with computers and/or computer programs			
Proofread written work			
Get information from people			
PEOPLE			
Serve customers			
Sell products or services			
Give instructions to others			
Help or counsel others			
Supervise other workers			
Find solutions to conflict between people			
Speak to groups of people			
Talk on the telephone			
Work well with a variety of people			
Entertain others			
Take instructions from others			
Work with animals			

In which area(s) have you developed your skills to the best degree? Has this been by choice, necessity or coincidence? Is this the area in which you would choose to work or is there another area that seems more appealing?

The next three pages list some common jobs which you might like to have. They are also grouped by these three choice areas--Things, Data, People.

If you checked (✓) more items in one of the three above categories, consider that section on the following pages for some job ideas.

WHAT CAN YOU DO....WHAT DO YOU WANT TO DO?

Review these lists to discover your personal preferences, possible training needs, and to expand your awareness of various job possibilities. Some of these jobs might fit into more than one category. **Check (✓) if it is true.**

Like to work with THINGS

Job Title	I have the skills right now (✓)	I would like this job (✓)
Food Service Worker or Cook		
Machine Operator		
Truck Driver		
Laborer		
Packager		
Farm or Agricultural Worker		
Heavy Equipment Operator		
Warehouse Worker		
Quality Control or Inspector		
Production or Assembly Worker		
Mechanic or Machine Maintenance		
Building Painter--Interior or Exterior		
Florist or Greenhouse Worker		
Artist		
Craftsperson		
Building Maintenance or Janitor		
Groundskeeper or Landscaper		
Stock Person or Parts Clerk		
Repair Technician		
Housekeeper or Maid		
Musician		
Carpenter		
Construction Worker		

Like to work with DATA

Job Title	I have the skills right now (✓)	I would like this job (✓)
Shipping and Receiving Clerk		
Data Entry Technician		
Secretary		

Like to work with DATA (continued)

Job Title	I have the skills right now (√)	I would like this job (√)
Mathematician	____	____
Word Processor Operator	____	____
Grants Writer	____	____
Computer Operator	____	____
File Clerk	____	____
Library Worker	____	____
Bookkeeper or Accountant	____	____
Computer Programmer	____	____
Laboratory Technician	____	____
Inventory Clerk	____	____
Tester of Soil, Water, Foods	____	____
Proofreader	____	____
Architect or Draftsperson	____	____
Bank Teller	____	____
Researcher	____	____
Postal Worker	____	____
Engineer	____	____
Writer or Journalist	____	____
Other	____	____

Like to work with PEOPLE

Job Title	I have the skills right now (√)	I would like this job (√)
Receptionist	____	____
Salesperson	____	____
Cashier	____	____
Customer Service	____	____
Dispatcher or Switchboard Operator	____	____
Taxi Cab or Bus Driver	____	____
Delivery Driver	____	____
Ticket Agent	____	____
Counselor	____	____
Service Station Attendant	____	____
Daycare Worker	____	____
Teacher	____	____
Nurse or Personal Care Attendant	____	____

Like to work with PEOPLE (continued)

Job Title	I have the skills right now (✓)	I would like this job (✓)
Retail Store Manager or Buyer	____	____
Emergency Medical Technician	____	____
Supervisor or Foreman	____	____
Beautician or Barber	____	____
Waitress or Waiter	____	____
Administrator or Manager	____	____
Animal Trainer or Caretaker	____	____
Other:	____	____

Talk to your instructor about jobs that you like, but do not have the skills for right now. You may be able to get the training necessary for employment in a new area of interest. Some of these ideas may become long-range goals.

Do you need to learn more about any of these positions or training programs? If so, your instructor can assist you in locating specific information about these career possibilities or others and their requirements.

MY WORK INTERESTS PREFERENCE

Let's take a further look at some of the work-related tasks you like to do. This will provide some clues as to the type of work environment in which you would probably be most happy. **Please check (✓) all that describe you. Then add up the check marks in each group and list your work area choices on the next page.**

THINGS

I LIKE TO:

_____ work with machines or electronic equipment
_____ operate a machine in a factory
_____ set up computers for a small business
_____ work doing cleaning and taking care of buildings
_____ work doing preparing and cooking food and doing the clean up
_____ sort, organize and put things where they belong
_____ drive or operate a car, truck, or heavy equipment like tractors and forklifts
_____ build things and work with my hands

Count the (✓) marks and write the number in the box.

☐

This total represents your interest in working with **THINGS**

DATA

I LIKE TO:

_____ solve problems and discover new facts
_____ look up or research information
_____ keep track of numbers or information
_____ add, subtract, multiply and divide numbers
_____ do very careful, accurate work
_____ read, write and do paperwork
_____ work with computer programs or software

Count the (✓) marks and write the number in the box.

☐

This total represents your interest in working with **DATA** or paperwork or computers

PEOPLE

I LIKE TO:

____ work with others as part of a team
____ meet new people and sell things or ideas
____ work taking care of others
____ work giving advice to or teaching others
____ answer the telephone and take messages or greet people
____ work counseling with and listening to others
____ motivate or entertain others

Count the (✓) marks and write the number in the box.

☐

This total represents your interest in working with **PEOPLE** or animals

My first choice work area is ______________________.
(The most check marks)

My second choice work area is ______________________.
(Second most check marks)

My last choice work area is ______________________.
(Fewest check marks)

Think about your reasons for these choices. Does this accurately reflect your vocational preferences? What does this mean in terms of job goal setting?

Interpreting Your Scores

In general, if you place 5 or more checks in a category, you have a definite interest in working within that environment. Three or 4 checks means that you can "take it or leave" that area. Zero, 1 or 2 checks usually means that you want to avoid that type of work or work environment.

For example, a person scoring 7 on the People area, 4 on Data, and 1 on things would have a strong need to work with or around people. He or she would be indifferent about working with Data and would dislike Things work. In other words he/she would not want a job where he/she had to make things, move things, or operate production machinery.

DEFINING YOUR SKILLS AND ABILITIES

Often we don't even know what our own skills and abilities are. We take for granted the talents we have developed. To effectively sell your product - YOU - to an employer, you must be able to relate specific skills to him/her. You should also be able to give examples of these skills. Remember that skills are developed not only at work or at school; skills can also be developed through volunteer work, unpaid work, and hobbies.

There are three main skill areas that you must convey to employers:

1. Technical Skills - Specific job related skills, such as typing, welding, and machinery operator, learned through experience, training or self-teaching.
2. Transferable Skills - Learned skills that can be used in a wide variety of job situations. These are general skills, such as communication, supervision, and organizational skills.
3. Personality Characteristics - Individual characteristics that can make you a valuable employee in almost any job you choose. Some examples are: dependability, self-starting, and ability to get along with others. Most employers say that about 80% of their hiring decision is based on the applicant's personality characteristics.

SKILLS I HAVE NOW

Check (✓) all the skills you have and add to the list where possible.

Technical Skills (Skills I have learned)

Tools I use-both hand & power

Machines I operate (run)

Maintenance Skills

__have mechanical abilities
__possess custodial skills

Building or assembly skills

__build with wood
__build with steel or metal
__build with masonry, brick or concrete
__factory or assembly experience

Driver's license

__valid state driver's license
__chauffeur's license
__good driving record

Equipment I drive or operate

__forklift
__hoist/crane
__truck
__van
__car
__heavy equipment
__tractor and farm machinery

Clerical skills

__type ___ words per minute
__shorthand
__transcribe dictation
__word processor or computer data entry
__bookkeeping/accounting
__filing

Computer skills

__programming
__data entry
__computer technician

Transferable Skills (Skills that transfer to other areas)

Helping skills

__can serve people well
__can help people
__can take care of people
__can listen to people
__can take care of animals

Speaking skills

__can talk to people one-on-one
__can speak to small groups
__can speak to large groups
__can interview people
__can do telephone sales
__can sell to people
__speak foreign language

Numbers, reading or writing skills

__can act
__can do recordkeeping or inventory
__can manage a budget
__can write reports
__can write poetry, stories, books
__can do accurate proofreading

Leadership, planning or organizing Skills

__can supervise people
__can manage a department or business
__can coordinate and organize projects
__can teach classes
__can do community organizing
__can motivate people/public relations

Creative skills

__am musical
__am artistic
__design or invent new or better things
__do specialized cooking
__do sewing, knitting, or other creative crafts

Problem solving skills

__can find mechanical or electrical problems and fix
__can find better ways of doing things
__can work with people to solve problems

Personality (Positive Traits)

__honest
__neat
__dependable
__hardworking
__want to work
__like to learn new things
__good attendance
__on time--punctual
__can work without supervision
__get along with others
__cooperative
__follows directions well
__can accept criticism
__pleasant and friendly
__complete a job once started
__respect for authority
__work well under pressure
__good work speed
__do quality work
__like responsibility
__good health and energy
__good physical condition
__other:

LEARNING FROM PAST EXPERIENCES

History is a great teacher. Let's take a look at your own history, what you have learned about yourself, and your likes and dislikes.

List employment you have had in the past by job title (for example, machine operator, bookkeeper or food service worker). You may also want to include important school experiences and volunteer work.

1.
2.
3.
4.
5.
6.
7.

Now (Circle) the two jobs and/or activities you liked the most.

What did you like about these two jobs?

1.

2.

Draw a line through the jobs you disliked. Write the reason you disliked those jobs below:

Look for trends in why you liked certain work experiences and think about similar or related types of work that you could do now. Remember, if you disliked any experience, try to avoid repeating the same mistake by returning to the same kind of situation.

SHORT-RANGE JOB GOALS--WHICH JOBS ARE FOR ME RIGHT NOW?

Short-range are jobs for which you are presently qualified. These are jobs you can apply for right now, if you wanted to. Because they allow you to be self-supporting while working toward a career you want, these jobs are sometimes called "survival jobs."

List three job titles I would like to have and could do now.	Duties of the job (if you don't know, ask your instructor for help).	The skills, experiences, and training I already have that would be helpful in this area.	Do I have skills? Yes or No*
1.			
2.			
3.			

*If you don't have the needed skills or experience, ask yourself what you can do to change that? If you want to work in a certain job in the future, but first may need to get specific skills, experience or training to qualify, that future goal becomes a long-range goal.

If your finding and getting any of these three jobs listed above is not realistic right now, choose another job you would be able to get right now. This job is your short-term job goal. You can work towards the original choice as a long-range goal.

LONG-RANGE GOAL SETTING

What you really want to do and what you are qualified for are often two different things. Your short-range vocational goal is what you can do right now. Sometimes it may mean taking a "survival job" just to temporarily bring in money for food and shelter.

A long-range vocational goal may be one that requires training and experience. It's best to set both types of goals. To reach these goals you must plan your future.

Remember, it has been said that "if you don't know where you are going, you'll probably end up somewhere else![1]

---

[1] If you don't know where you're going, you'll probably end up somewhere else, a book by David Campbell, Ph.D., Argus Communications, Allen, Texas, 1974.

A LONG-RANGE GOAL SETTING EXERCISE

It is easy to create a step-by-step plan to achieve your long-range goal(s). First, write down this goal in the first box. Second, work backwards to define the steps you need to take to get to your long-range goal. Third, begin with today's date and estimate the dates by which you expect to achieve the next step. Usually, you should work toward a goal that you can reach in 3 to 5 years.

For example:

1. My long-range vocational goal ("my dream") is to be a(an):

   BUYER

   This will be possible by: December 1993 (date)

2. Just before I achieve my long-range vocational goal, I will be a(an):

   ASSISTANT BUYER

   This will be possible by: January 1992 (date)

3. Before that I will have to be a(an):

   DEPARTMENT MANAGER

   This will be possible by: December 1990 (date)

4. Before that I will have to be a(an):

   ASSISTANT DEPARTMENT MANAGER

   This will be possible by: November 1989 (date)

5. Before that I will have to be a(an):

   SALES CLERK

   This will be possible by: January 1988 (date)

6. I will have to start by becoming a(an):

   STOCK CLERK

   I will have to start by: July 30, 1987 (date)

Look over the example and then plan your own vocational goal. In other words, how will you get to your dream job.

1. My long-range vocational goal ("my dream") is to be a(an):

   This will be possible by: ________________ (date)

2. Just before I achieve my long-range vocational goal, I will be a(an):

   This will be possible by: ________________ (date)

3. Before that I will have to be a(an):

   This will be possible by: ________________ (date)

4. Before that I will have to be a(an):

   This will be possible by: ________________ (date)

5. Before that I will have to be a(an):

   This will be possible by: ________________ (date)

6. I will have to start by becoming a(an):

   I will have to start by: ________________ (date)

For your information...

SOME COMMON WAGES PAID
(By Gross Salary)

"Gross Salary" is the amount of money you make before taxes and any other money is subtracted from your pay.

If you are paid PER HOUR	You make this PER WEEK	Or this PER MONTH	And this PER YEAR
$ 1.00	$ 40.00	$ 173.00	$ 2,080.00
2.90	116.00	502.00	6,032.00
3.35	134.00	580.00	6,968.00
3.50	140.00	606.00	7,280.00
4.00	160.00	693.00	8,320.00
4.50	180.00	779.00	9,360.00
5.00	200.00	866.00	10,400.00
5.50	220.00	952.00	11,440.00
6.00	240.00	1,039.00	12,480.00
6.50	260.00	1,125.00	13,520.00
7.00	280.00	1,212.00	14,560.00
7.50	300.00	1,298.00	15,600.00
8.00	320.00	1,386.00	16,640.00
8.50	340.00	1,471.00	17,680.00
9.00	360.00	1,557.00	18,720.00
9.50	380.00	1,644.00	19,760.00
10.00	400.00	1,730.00	20,800.00

Remember, the pay you actually take home, which is called your "Net Salary," would be less than those listed above after taxes and any other money is subtracted from your pay.

SOME AVERAGE SALARY RANGES FOR 1986-1987

(Please note that salaries differ in various parts of the country)

Job	Yearly Salary Range
Fast food worker	6,700 - 8,200
Medical assistant	7,000 - 10,300
Cashier.	7,280 - 13,000
Private, U.S. Army (E-1)*	7,445
Nurse's aide	8,000 - 13,000
Teacher aide**	8,250 - 9,000
Retail sales clerk	8,840 - 18,720
Construction laborer.	9,600 - 15,600
Bus driver	9,880 - 18,720
Receptionist	9,900 - 14,600
Security Guard	9,920 - 15,420
Survey crew person	10,500 - 11,460
Typist	10,900 - 16,500
Dental assistant.	11,458 - 12,900
Telephone Operator	11,700 - 19,500
Data entry operator	13,000 - 15,600
Licensed practical nurse.	13,000 - 17,000
Medical technician	13,800 - 18,200
Recreation worker.	15,000 - 19,000
Corrections officer	15,600 - 20,200
Machinist.	15,808 - 25,700
Registered nurse	18,000 - 26,000
Postal worker.	18,400 - 24,960
Secondary school teacher.	18,500 - 28,600
Automobile body repairer	20,000 - 28,200
Semi tractor-trailer driver	20,466 - 22,560

---

* Plus food, uniforms, and benefits
** Assume 9 months of employment

Source: 1986-87 Occupational Outlook Handbook

Some things to think about...

IS THE JOB RIGHT FOR YOU

SERVICE JOBS -------------------> You must:

Such as: sales clerk, waitress, nurse, beautician, taxi cab driver, receptionist, cashier, wholesaler, day-care worker, personal care attendant, service station attendant

- have neat, clean appearance
- be courteous and tactful
- be willing to take and follow orders
- get along well with people you serve

FACTORY OR MECHANICAL JOBS -----> You must:

Such as: machine operator, packager, warehouse worker, mechanic, janitor, assembly worker, sorter, stockperson

- be able to do the same thing over and over every day
- work well with hands
- be on the job regularly
- work under time deadlines
- do accurate, quality work
- be able to work alone

OFFICE OR CLERICAL JOBS --------> You must:

Such as: secretary, typist, computer operator, bookkeeper, file clerk, postal clerk, counter parts person, data entry operator

- be a self-starter
- work well independently
- do careful, accurate work
- have pleasant personality
- adapt to changing work situations
- be organized

BUILDING TRADES JOBS -----------> You must:

Such as: heavy equipment operator, carpenter, mason, plumber, electrician, roofer, laborer

- work according to specifications or blueprints
- have good motor coordination
- be accurate in work
- be in good physical condition
- know safety rules
- know how to use tools and equipment
- be willing to work in hazardous conditions

MANAGEMENT OR SUPERVISORY JOBS -> You must:

Such as: office manager, foreman, personnel manager, plant supervisor, lead worker

- work well with others
- be an excellent communicator
- be a good listener
- be good at problem solving
- be able to motivate or inspire others
- have knowledge of the company, department and its rules and procedures

More information...

JOBS WITH THE MOST OPENINGS, 1978 - 1990

JOB	OPENINGS PER YEAR
Secretaries and stenographers	305,000
Retail sales workers	226,000
Building custodians or janitors	180,000
Cashiers	119,000
Bookkeeping workers	96,000
Nurses' aides, orderlies and attendants	94,000
Cooks and chefs	86,000
Kindergarten and elementary school teachers	86,000
Registered nurses	85,000
Assemblers	77,000
Waiters and waitresses	70,000
Guards	70,000
Blue-collar worker supervisors	69,000
Local truck drivers	64,000
Accountants	61,000
Licensed practical nurses	60,000
Typists	59,000
Carpenters	58,000
Factory machine repairers	58,000
Real estate salespeople	50,000
Construction laborers or workers	49,000
Engineers	46,500
Bank clerks	45,000
Private household workers	45,000
Receptionists	41,000
Wholesale trade sales workers	40,000

Source: "Occupational Outlook Quarterly," U.S. Department of Labor

Note: Replacement needs and growth are projected to cause these jobs to offer the largest number of openings. Competition for openings will vary depending upon the job.

TERMS TO UNDERSTAND ABOUT YOUR INCOME

Salary, Pay or Wage - The money you earn per hour, per week, per month or per year. You may be paid by check or in cash. If you are paid in cash, be sure the employer reports your wages to the Internal Revenue Service and pays towards Social Security.

Gross Pay - The money you make before taxes and any benefits are taken out.

Net Pay - The money you "take home" after taxes and any benefits are taken out.

Deductions - Money taken out of your check for taxes, benefits, savings plans, and/or union dues.

Benefits - These are "extras" that can come with your job in addition to your salary. They may be worth an additional one-fourth to one-third of your salary each year. Benefits may include paid sick leave, paid vacations, paid holidays, health insurance, life insurance, retirement, disability insurance, and profit sharing.

Tax Deductions - Money that should be automatically taken out of your wages for Federal Income Tax, State Income Tax and Social Security (Federal Insurance Contribution Act [FICA]). If taxes and FICA are not deducted from your pay, then you must set aside the money yourself for these purposes.

UNIT 3

DOING THE PAPERWORK

Many people dislike the "paperwork" involved in a job search. However, it is not too difficult if you follow some basic guidelines. Let's look at the paperwork typically required during an employment search.

FILLING OUT JOB APPLICATION FORMS

THE COMPLETED JOB APPLICATION FORM IS PROBABLY THE FIRST IMPRESSION AN EMPLOYER WILL HAVE OF YOU--SO MAKE IT A GOOD ONE! IT IS IMPORTANT TO ANSWER ALL OF THE QUESTIONS CAREFULLY AND POSITIVELY.

The way you fill out your application may tell the employer:

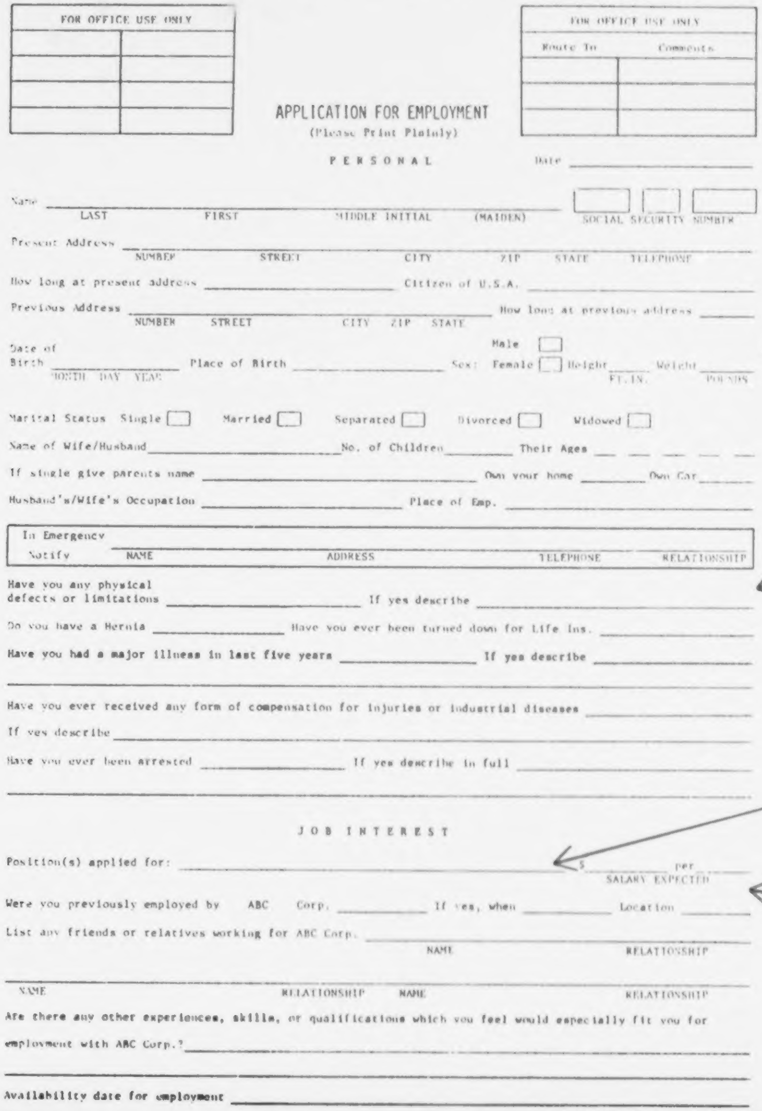
- how neat you are
- how well you read, write and spell
- how careful you are
- how prepared and organized you are
- how well you follow directions

Be sure to TAKE YOUR TIME AND DO A GOOD JOB FILLING OUT THE APPLICATION form or you may never get a chance to interview. Even one error on the application form can cause an employer not to select you for the interview.

Although there are thousands of different types of application forms, most of them are somewhat similar. Let's take a look at a typical one. Ask your instructor to show you more samples of the ones from your own community.

ANATOMY OF AN APPLICATION FORM

Although there are many different kinds of application forms, the rules for filling them out are usually pretty much the same. The following sample is typical of what you will find when you start applying for jobs.



FOR OFFICE USE ONLY	

APPLICATION FOR EMPLOYMENT
(Please Print Plainly)

FOR OFFICE USE ONLY	
Route To	Comments

P E R S O N A L

Date ______

Name ______ LAST FIRST MIDDLE INITIAL (MAIDEN) ☐ ☐ ☐ SOCIAL SECURITY NUMBER

Present Address ______ NUMBER STREET CITY ZIP STATE TELEPHONE

How long at present address ______ Citizen of U.S.A. ______

Previous Address ______ NUMBER STREET CITY ZIP STATE How long at previous address ______

Date of Birth ______ MONTH DAY YEAR Place of Birth ______ Sex: Male ☐ Female ☐ Height ______ FT. IN. Weight ______ POUNDS

Marital Status Single ☐ Married ☐ Separated ☐ Divorced ☐ Widowed ☐

Name of Wife/Husband ______ No. of Children ______ Their Ages __ __ __ __ __

If single give parents name ______ Own your home ______ Own Car ______

Husband's/Wife's Occupation ______ Place of Emp. ______

In Emergency Notify ______ NAME ADDRESS TELEPHONE RELATIONSHIP

Have you any physical defects or limitations ______ If yes describe ______

Do you have a Hernia ______ Have you ever been turned down for Life Ins. ______

Have you had a major illness in last five years ______ If yes describe ______

Have you ever received any form of compensation for injuries or industrial diseases ______

If yes describe ______

Have you ever been arrested ______ If yes describe in full ______

J O B I N T E R E S T

Position(s) applied for: ______ $ ______ per ______ SALARY EXPECTED

Were you previously employed by ABC Corp. ______ If yes, when ______ Location ______

List any friends or relatives working for ABC Corp. ______ NAME RELATIONSHIP

______ NAME RELATIONSHIP NAME RELATIONSHIP

Are there any other experiences, skills, or qualifications which you feel would especially fit you for employment with ABC Corp.? ______

Availability date for employment ______

Do Not Write in These Areas-they are meant for employer's comments about you regarding the first impressions you make.

__General Information__
The employer is trying to get the necessary facts about you.

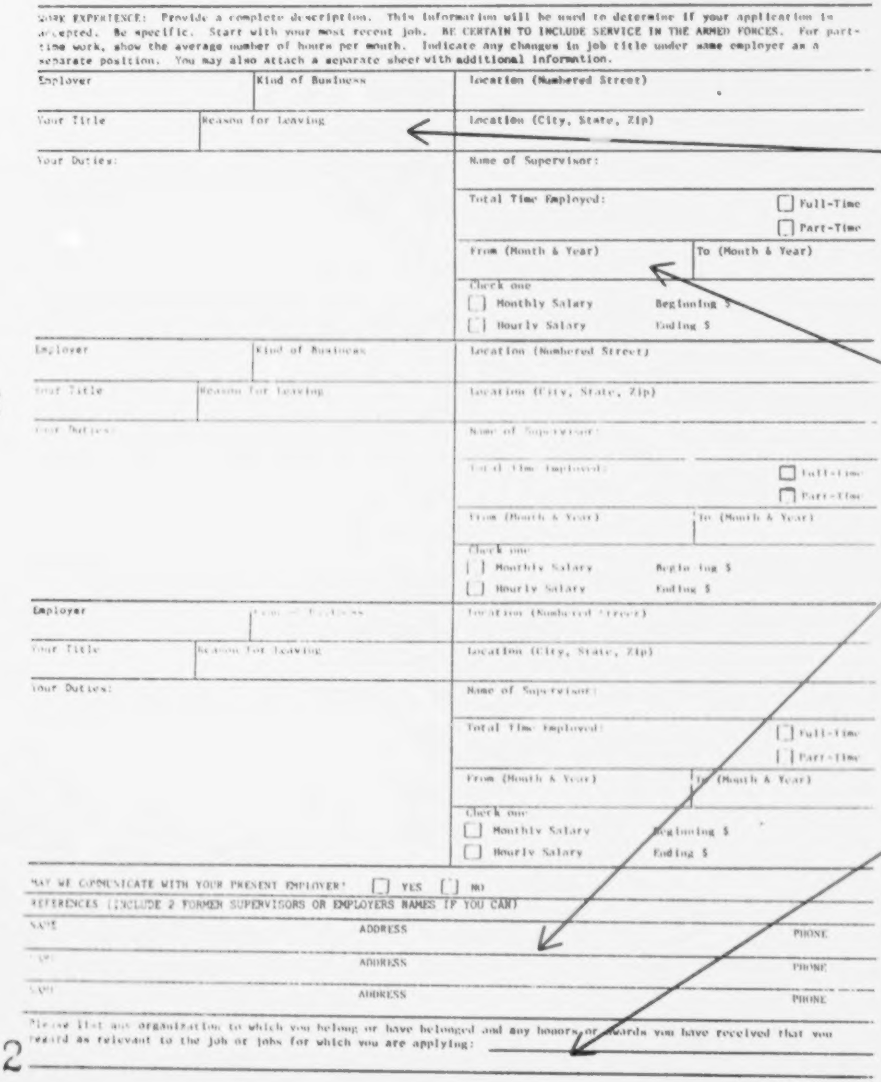
__Personal Information__
Is generally considered to be unfair to ask until you are hired or unless it is necessary to the job. You can choose to answer or leave this blank if you are not comfortable providing this type of information. You can also state "WILL PROVIDE WHEN HIRED."

__Physical Condition Questions__
Answer in brief non-medical terms followed by a positive statement about your capabilities. This information is fair to ask IF IT WOULD AFFECT THE WAY YOU CAN DO THE JOB. __Remember, be sure to tell what you can do as well as what you cannot do__.

__Position Applied For__
Be sure to list one or two job titles in which you are interested. Never state "anything."

__Salary Question__
Never fill in a dollar amount. Instead state "Open" or "Negotiable."

WORK HISTORY-This is a very important part of the application. Answer these questions truthfully and completely. Bring the information with you on a "Help Sheet" so you are prepared. Be sure to list the skills and JOB DUTIES you performed in your job. Don't take shortcuts on your answers--this section is very important in selling you to the employer. Also, never say "See Resume"--take the time to fill in the form even if you simply restate what your resume already says. Don't make the employer work to learn about you--it may irritate them.



WORK EXPERIENCE: Provide a complete description. This information will be used to determine if your application is accepted. Be specific. Start with your most recent job. BE CERTAIN TO INCLUDE SERVICE IN THE ARMED FORCES. For part-time work, show the average number of hours per month. Indicate any changes in job title under same employer as a separate position. You may also attach a separate sheet with additional information.

Employer | Kind of Business | Location (Numbered Street)
Your Title | Reason for Leaving | Location (City, State, Zip)
Your Duties: | Name of Supervisor:
Total Time Employed: ☐ Full-Time ☐ Part-Time
From (Month & Year) | To (Month & Year)
Check one
☐ Monthly Salary Beginning $
☐ Hourly Salary Ending $

Employer | Kind of Business | Location (Numbered Street)
Your Title | Reason for Leaving | Location (City, State, Zip)
Your Duties: | Name of Supervisor:
Total Time Employed: ☐ Full-Time ☐ Part-Time
From (Month & Year) | To (Month & Year)
Check one
☐ Monthly Salary Beginning $
☐ Hourly Salary Ending $

Employer | Kind of Business | Location (Numbered Street)
Your Title | Reason for Leaving | Location (City, State, Zip)
Your Duties: | Name of Supervisor:
Total Time Employed: ☐ Full-Time ☐ Part-Time
From (Month & Year) | To (Month & Year)
Check one
☐ Monthly Salary Beginning $
☐ Hourly Salary Ending $

MAY WE COMMUNICATE WITH YOUR PRESENT EMPLOYER? ☐ YES ☐ NO

REFERENCES (INCLUDE 2 FORMER SUPERVISORS OR EMPLOYERS NAMES IF YOU CAN)

NAME ADDRESS PHONE
NAME ADDRESS PHONE
NAME ADDRESS PHONE

Please list any organization to which you belong or have belonged and any honors or awards you have received that you regard as relevant to the job or jobs for which you are applying:

If you don't have any or many paid work experiences, include volunteer work under this section.

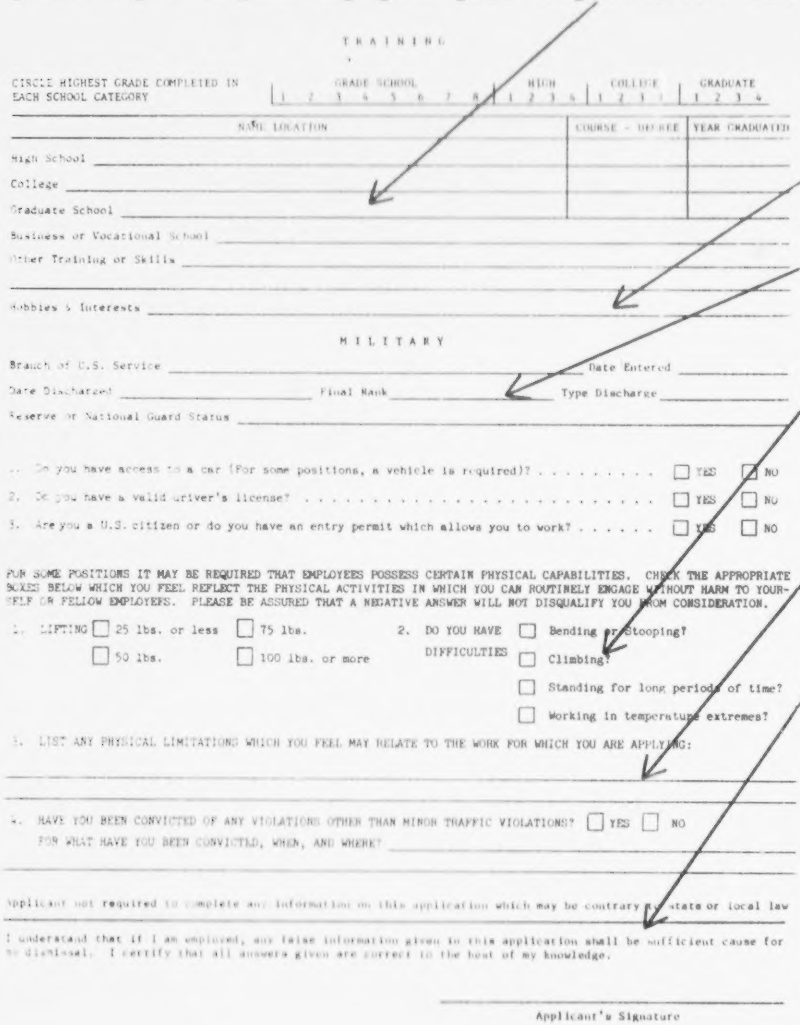
Reason for Leaving-If your reason for leaving a job was not positive, be careful how you say it. NEVER put down anything which might concern the employer before you get a chance to interview. Instead, put down "Will explain in interview." (See page 41 for more ideas.)

Employment Dates-The employer will be watching for gaps in your work history--these will have to be explained in the interview. Be Honest-The employer will probably check up on this section.

References-Be prepared to list three people who know you and would say positive things about your work, skills and personality. (See page 42 for more about references.) Be sure to get permission from the reference people you list so they are not confused, surprised, or unhappy about getting a reference call from an employer.

Organizations-Do not list church or political groups just in case the employer doesn't agree with your religious or political beliefs. You may be discriminated against if the employer doesn't share your views.

TRAINING-The employer is trying to determine if you have the proper training and/or education for the job. You may have too much or too little. The employer may send for school records--or ask you to--in order to verify the information you provide, so be certain the information you give is correct. If you have your General Equivalency Diploma (GED) be sure to so indicate. Most employers believe the G.E.D. is as good as a high school diploma, but they will probably ask you why you quit high school during the interview.



TRAINING

CIRCLE HIGHEST GRADE COMPLETED IN EACH SCHOOL CATEGORY

GRADE SCHOOL	HIGH	COLLEGE	GRADUATE
1 2 3 4 5 6 7 8	1 2 3 4	1 2 3 4	1 2 3 4

	NAME LOCATION	COURSE - DEGREE	YEAR GRADUATED
High School			
College			
Graduate School			

Business or Vocational School ____________________

Other Training or Skills ____________________

Hobbies & Interests ____________________

MILITARY

Branch of U.S. Service ____________________ Date Entered __________

Date Discharged __________ Final Rank __________ Type Discharge __________

Reserve or National Guard Status ____________________

1. Do you have access to a car (For some positions, a vehicle is required)? . . . . ☐ YES ☐ NO
2. Do you have a valid driver's license? . . . . ☐ YES ☐ NO
3. Are you a U.S. citizen or do you have an entry permit which allows you to work? . . . . . . ☐ YES ☐ NO

FOR SOME POSITIONS IT MAY BE REQUIRED THAT EMPLOYEES POSSESS CERTAIN PHYSICAL CAPABILITIES. CHECK THE APPROPRIATE BOXES BELOW WHICH YOU FEEL REFLECT THE PHYSICAL ACTIVITIES IN WHICH YOU CAN ROUTINELY ENGAGE WITHOUT HARM TO YOURSELF OR FELLOW EMPLOYEES. PLEASE BE ASSURED THAT A NEGATIVE ANSWER WILL NOT DISQUALIFY YOU FROM CONSIDERATION.

1. LIFTING ☐ 25 lbs. or less ☐ 75 lbs. ☐ 50 lbs. ☐ 100 lbs. or more
2. DO YOU HAVE DIFFICULTIES ☐ Bending or Stooping? ☐ Climbing? ☐ Standing for long periods of time? ☐ Working in temperature extremes?
3. LIST ANY PHYSICAL LIMITATIONS WHICH YOU FEEL MAY RELATE TO THE WORK FOR WHICH YOU ARE APPLYING:
4. HAVE YOU BEEN CONVICTED OF ANY VIOLATIONS OTHER THAN MINOR TRAFFIC VIOLATIONS? ☐ YES ☐ NO

FOR WHAT HAVE YOU BEEN CONVICTED, WHEN, AND WHERE? ____________________

Applicant not required to complete any information on this application which may be contrary to state or local law

I understand that if I am employed, any false information given in this application shall be sufficient cause for my dismissal. I certify that all answers given are correct to the best of my knowledge.

Applicant's Signature

If you plan to continue schooling while working, be sure to stress that you would do this only around your work schedule.

Hobbies & Interests-List 4 or 5 interests that you have.

Military Service-If you were in the military, indicate the training you received and the work you did.

Physical Capabilities-Questions about what you can do physically are fair if they will not be used to disqualify someone from a job they could do.

Convictions-If you were convicted of a crime as an adult, say "Will explain in interview." Arrests with no conviction or juvenile offenses do not need to be reported.

Statement of Truth and Signature-Be sure to sign the application before turning it in to the employer. This is your statement that all the answers you provided are correct. You may also be giving permission to the employer to check references.

Remember, providing false answers on an application form gives the employer the right to fire you later. Take your time and do a good job as this is a very important part of getting a job. Again, be honest!

REASONS FOR LEAVING JOBS

Employers will take special note of your cited reasons for leaving past jobs. They will be watching for indications that you may have had difficulty getting along with other persons, for health problems and for other signs of "trouble." Take care when you indicate these reasons on an application form as well as while answering questions during an interview.

NEVER USE	USE INSTEAD
Fired **Injury** **Health Problems** **Personal Problems** (May alarm employer that you have a pattern of poor health or recurring injuries.)	**Will Explain in Interview**
Laid Off (May appear that you alone were fired or asked to leave job.)	**Not Enough Work** **Large Company Lay Off** **Job Phased Out**
Not Enough Money or Benefits **Didn't Like Job** **Didn't Like Company** **Didn't Like Boss** **Quit** (May appear that you have a bad attitude or don't get along with others.)	**Will Explain in Interview** **or** **Job Advancement** if you went to a job offering more money, better position, more benefits, better company, opportunity for job advancement.
	Other good reasons for leaving jobs: **Moved or Relocated** **Care for my Family** **School or Training** **Seasonal or Temporary Employment**

MORE ABOUT CHOOSING REFERENCES

A reference is a person who knows you and can say things about your qualifications based on his/her experience working with you or simply knowing you. A good reference has credibility and will say positive things about your abilities and personality characteristics.

There are three types of references you can use:

1. **Employer** - These are people you have either worked for or with. List ones who have good things to say about your honesty, dependability and skills. If you are not sure what a former employer might say, ask them before you use their name. This type of reference is usually the most reliable reference available.
2. **Training** - These are people who have known you during your schooling such as teachers, administrators, or guidance counselors. Use this type of reference only if you've been in school within the past two years.
3. **Character** - These are people who have known you a long time and can talk about your honesty, work efforts, and dependability. Be sure to use their business titles to add credibility to this type of reference.

Do not list relatives, spouses, or significant others as references. These people will be expected to say good things about you and they lack credibility because of your relationship with them. Also, avoid using names of clergy or persons with strong political affiliations as the employer could possibly discriminate if he/she holds different beliefs.

REFERENCE CHECKS

Have you ever wondered what may be asked about you when an employer "checks" your references? The following are some typical questions that may be asked of a former employer.

1. How do you know him/her?

2. How long have you known him/her?

3. What kind of worker/person was he/she?

    ______ Dependable
    ______ Reliable
    ______ Accurate
    ______ Quality
    ______ Speed of Work/Quantity

4. How did he/she work without supervision?

5. How did he/she get along with others?

    ______ Co-workers
    ______ Supervisors

6. General impressions? Any problems? Any concerns?

7. How often was he/she late for work?

8. How often did he/she miss work in the past year?

9. Would you rehire him/her?

TIPS ON FILLING OUT APPLICATION FORMS

DO	DON'T
Do take a "Help Sheet," your resume, and an erasable pen with you.	Don't be caught unprepared without a pen and the correct information.
Do read the entire form carefully before you start filling it out.	Don't hurry through the form and make mistakes which show you don't follow directions well.
Do use your best printing and be neat.	Don't scratch out or write over mistakes--use an erasable pen. Don't fold, tear or smudge the application form.
Do follow all directions carefully.	Don't be afraid to ask questions if you don't understand.
Do tell the truth and be positive about yourself.	Don't confess everything on your application. If your written answer won't explain things positively, write "Will Explain in Interview" on your application form.
If you cannot answer a question positively, you may choose to leave a blank space. Do be prepared to answer and discuss these questions in an interview though.	Don't expect employers to forget about blank spaces on your application form or about times in your work history when you have not worked.
Do re-read the application form before you turn it in to make sure it presents you in a positive way.	Don't turn in an application with spelling errors, cross-outs or negative sounding information.

APPLICATION CHECKLIST

Always check the following items before you turn in your application form:

IS MY APPLICATION FORM:

_____ filled out completely

_____ clean and neat with no cross-outs or smudges

_____ easily readable

_____ filled out correctly--no spelling errors

_____ truthful - yet does not list health or personal problems

_____ positive and adequate in answers; states "open" as desired salary

_____ signed by me

THE APPLICATION FORM "HELP SHEET"

It is a good idea to have a "Help Sheet" with you when you fill out an application. The "Help Sheet" is simply a sample application form which you have filled out ahead of time with all of the correct information and answers to application questions. The spelling is perfect and it lists your reference people, their job titles, addresses, and phone numbers so that you can simply copy the information onto the employer's own application form.

Employers say that a person who is well prepared to complete the application form gives the impression as being organized and motivated to work.

Keep the "Help Sheet" with you--in your purse, wallet or notebook--so that you are always prepared to answer all of the questions an employer asks on an application form.

ASSIGNMENT:

1. **FILL OUT THE "HELP SHEET" WHICH YOUR INSTRUCTOR GIVES YOU. Have the instructor check it over carefully when you are done to make certain that you have answered all of the questions properly with no spelling mistakes.**

2. **When you have completed your "Help Sheet," PRACTICE FILLING OUT APPLICATION FORMS UNTIL YOUR INSTRUCTOR TELLS YOU THAT YOU CAN CORRECTLY AND SATISFACTORILY COMPLETE AN APPLICATION. This is very important. If you DO NOT FILL OUT APPLICATION FORMS CORRECTLY--YOU MAY NEVER BE ASKED TO INTERVIEW FOR A JOB. Two samples are provided on the following pages for this purpose.**

PRACTICE FORM #1

EMPLOYMENT APPLICATION

Location ____________

Name in Full ______________________________ Date ____________
(Please Print Plainly)

Address ______________________________ Home Tel. No. ____________
(Street Number) (City/Town) (State) (Zip Code)

Position desired ____________ Earnings Expected $________ Per ________

Full Time ________ Part Time ________ Temporary ________ Social Security No. ____________

PERSONAL & GENERAL

1. Do you have any physical limitations or conditions which might impair your ability to do or be aggravated by the work of the position for which you are applying?

☐ Yes ☐ No (If yes, explain) ____________

2. Have you ever been convicted of a crime? ☐ Yes ☐ No (If yes, please explain) ____________

3. List any special activities (Civic, Professional, etc.) ____________

4. What office did you hold in these groups? ____________

5. Who referred you to us? ____________

6. Are you willing to relocate? ________ Location Preferred? ____________

QUESTIONS 7 THROUGH 8 ARE TO BE ANSWERED ONLY AFTER YOU HAVE BEEN HIRED

7. Birthdate: Month ______ Day ______ Year ______

8. In case of emergency, notify ______________________ ________
(name) (relationship)

____
(street address) (city) (state) (zip) (telephone)

EDUCATION

Type of School	Name and Address of Schools	Check last year completed				Last year attended	Graduate?
Grade School		5	6	7	8	19	☐ Yes ☐ No
High School		1	2	3	4	19	☐ Yes ☐ No
College		1	2	3	4	19	☐ Yes ☐ No
Business or Trade School		1	2	3	4	19	
Special Training		1	2	3	4	19	

What types of Business machines do you operate? ____________

Extracurricular activities in school (athletics, clubs, etc.) ____________
(Do not include Military, Racial, Religious or Nationality Groups)

What offices did you hold in these groups? ____________

WORK HISTORY

List below the names of all your former employers, beginning with the most recent: a. Employer's name b. Business address	Kind of Business	Time Employed				Your Job	Starting Rate	Your Rate at Leaving	Why did you leave?	Your Supervisor's Name and Title
		From		To						
		Mo.	Yr.	Mo.	Yr.					
1. a. b.										Name Title
2. a. b.										Name Title
3. a. b.										Name Title
4. a. b.										Name Title

Indicate by number any of the above employers you do not wish us to contact ______

Explain here any period of unemployment longer than 30 days ______

SERVICE IN U.S. ARMED FORCES

Were you in U.S. Armed Forces ☐ Yes ☐ No If yes, date active duty started ______ Which Service? ______ What branch of the Service? ______ Starting Rank ______ Date of discharge ______ Rank at discharge ______

Are you in the Armed Forces Reserve? ☐ Yes ☐ No If so, which service? ______ Rank ______ ☐ Active ☐ Inactive

References	Occupation	Address	Phone number

In this space, briefly set forth why you desire a position with this company and why you think you would make a valuable employee.

If your application is considered favorably, on what date will you be available for work?

NOTICE THAT A REFERENCE REPORT MAY BE REQUESTED

We may request an inquiry into your background by a consumer reporting agency which will supply information concerning your previous employment.

It is understood that if my application is considered favorably, any false or misleading statement or information submitted on this application or otherwise, including any report of medical history which I sign, will be considered sufficient cause for immediate dismissal without notice. I agree to undergo a pre-employment physical examination and previous employment investigation at company expense and realize that my employment is contingent upon satisfactorily passing such examination and investigation, according to the sole and complete satisfaction of Company. Further, I hereby authorize any person(s) or concern, including former employers, to furnish any and all information, including employment record and job performance or other pertinent job-related information in their possession, without any liability or exposure to damages whatsoever on account of having furnished such information.

I herby certify the statements and information in this application are to the best of my knowledge completely true and correct, and I have read the above notice on a reference report.

Applicant's Signature ______ Date ______

FOR OFFICE USE ONLY	

FOR OFFICE USE ONLY	
Route To	Comments

PRACTICE FORM #2

APPLICATION FOR EMPLOYMENT

(Please Print Plainly)

PERSONAL

Date ____________

Name ________________________________ ☐ ☐ ☐
LAST FIRST MIDDLE INITIAL (MAIDEN) SOCIAL SECURITY NUMBER

Present Address ________________________________
NUMBER STREET CITY ZIP STATE TELEPHONE

How long at present address ____________ Citizen of U.S.A. ____________

Previous Address ________________________ How long at previous address ______
NUMBER STREET CITY ZIP STATE

Date of Birth ____________ Place of Birth ____________ Sex: ☐ Female ☐ Height ______ Weight ______
MONTH DAY YEAR FT. IN. POUNDS

Marital Status Single ☐ Married ☐ Separated ☐ Divorced ☐ Widowed ☐

Name of Wife/Husband ____________ No. of Children ______ Their Ages ___ ___ ___ ___ ___

If single give parents name ____________ Own your home ______ Own Car ______

Husband's/Wife's Occupation ____________ Place of Emp. ____________

In Emergency Notify ________________________________
NAME ADDRESS TELEPHONE RELATIONSHIP

Have you any physical defects or limitations ____________ If yes describe ____________

Do you have a Hernia ____________ Have you ever been turned down for Life Ins. ____________

Have you had a major illness in last five years ____________ If yes describe ____________

____

Have you ever received any form of compensation for injuries or industrial diseases ____________

If yes describe ________________________________

Have you ever been arrested ____________ If yes describe in full ____________

____

JOB INTEREST

Position(s) applied for: ________________________ $______ per ______
SALARY EXPECTED

Were you previously employed by ABC Corp. ______ If yes, when ______ Location ______

List any friends or relatives working for ABC Corp. ________________________
NAME RELATIONSHIP

____
NAME RELATIONSHIP NAME RELATIONSHIP

Are there any other experiences, skills, or qualifications which you feel would especially fit you for employment with ABC Corp.? ________________________

____

Availability date for employment ________________________

APPLICANT NOT REQUIRED TO COMPLETE ANY INFORMATION ON THIS APPLICATION WHICH MAY BE CONTRARY TO STATE OR LOCAL LAW.

T R A I N I N G

CIRCLE HIGHEST GRADE COMPLETED IN EACH SCHOOL CATEGORY	GRADE SCHOOL 1 2 3 4 5 6 7 8	HIGH 1 2 3 4	COLLEGE 1 2 3 4	GRADUATE 1 2 3 4

NAME LOCATION	COURSE - DEGREE	YEAR GRADUATED
High School		
College		
Graduate School		

Business or Vocational School ______________________________

Other Training or Skills ______________________________

______ ______________________________

Hobbies & Interests ______________________________

M I L I T A R Y

Branch of U.S. Service ______________________________ Date Entered __________

Date Discharged ____________ Final Rank ____________ Type Discharge ____________

Reserve or National Guard Status ______________________________

E M P L O Y M E N T H I S T O R Y

Please list all employment starting with present or most recent employer. Account for all periods including unemployment and U.S. Military Service - use additional sheet if necessary.

DATES	NAME & ADDRESS (Employer)	JOB TITLE	WAGES	REASON FOR LEAVING
From:			Starting $ per	
Month Year To:			Final $ per	
Month Year				
From:			Starting $ per	
Month Year To:			Final $ per	
Month Year				
From:			Starting $ per	
Month Year To:			Final $ per	
Month Year				
From:			Starting $ per	
Month Year To:			$ per	
Month Year				
From:			Starting $ per	
Month Year To:			$ per	
Month Year				

Applicant not required to complete any information on this application which may be contrary to state or local law

I understand that if I am employed, any false information given in this application shall be sufficient cause for my dismissal. I certify that all answers given are correct to the best of my knowledge.

____
Applicant's Signature

WHICH COMPLETED APPLICATION FORM IMPRESSES YOU? WHY?

WHAT IS WRONG? ______________________________

____

____

EMPLOYMENT APPLICATION

Location ______

Name in Full ~~[illegible]~~ Pat Sands (Please Print Plainly) Date ?

Address 1 1 2 E. Cedar Ave EC WISC (Street Number) (City/Town) (State) (Zip Code) Home Tel. No. 123-1156

Position desired anything Earnings Expected $ 8.00 Per Hr.

Full Time ______ Part Time ______ Temporary ______ Don't know Social Security No. forgot

PERSONAL & GENERAL

1. Do you have any physical limitations or conditions which might impair your ability to do or be aggravated by the work of the position for which you are applying?
   ☑ Yes ☐ No (If yes, explain) I get tired
2. Have you ever been convicted of a crime? ☑ Yes ☐ No (If yes, please explain) speding ti[illegible]ket
3. List any special activities (Civic, Professional, etc.) cherch choir politiks
4. What office did you hold in these groups? ______
5. Who referred you to us? no one
6. Are you willing to relocate? no Location Preferred? Hear

QUESTIONS 7 THROUGH 8 ARE TO BE ANSWERED ONLY AFTER YOU HAVE BEEN HIRED

7. Birthdate: Month 5 Day 4 Year ~~[illegible]~~ 59
8. In case of emergency, notify DeeDee (name) My mom (relationship)
   (street address) (city) (state) (zip) (telephone)

EDUCATION

Type of School	Name and Address of Schools	Check last year completed				Last year attended	Graduate?
Grade School	South Elemntry	5	6	7	8	19 ?	☐ Yes ☐ No
High School	NorthWest ~~[illegible]~~	1	2	3	4	19 72	☐ Yes ☐ No
College		1	2	3	4	19	☐ Yes ☐ No
Business or Trade School		1	2	3	4	19	
Special Training	Jantor Courses	1	2	3	4	19	

What types of Business machines do you operate? Calkulaytor

EMPLOYMENT APPLICATION

Location ______

Name in Full Pat Sands (Please Print Plainly) Date 5/3/86

Address 112 East Cedar Eau Claire, Wi. 54701 (Street Number) (City/Town) (State) (Zip Code) Home Tel. No. 123-1156

Position desired HouseKeeping Earnings Expected $ open Per ______

Full Time ✓ Part Time ______ Temporary ______ Social Security No. 012-34-5678

PERSONAL & GENERAL

1. Do you have any physical limitations or conditions which might impair your ability to do or be aggravated by the work of the position for which you are applying?
   ☐ Yes ☑ No (If yes, explain) —
2. Have you ever been convicted of a crime? ☐ Yes ☑ No (If yes, please explain) —
3. List any special activities (Civic, Professional, etc.) Boy Scouts of America; Coach Girls Little League
4. What office did you hold in these groups? Organizer, Coach and Leader
5. Who referred you to us? —
6. Are you willing to relocate? yes Location Preferred? open

QUESTIONS 7 THROUGH 8 ARE TO BE ANSWERED ONLY AFTER YOU HAVE BEEN HIRED

7. Birthdate: Month ______ Day ______ Year ______
8. In case of emergency, notify ______ (name) ______ (relationship)
   (street address) (city) (state) (zip) (telephone)

EDUCATION

Type of School	Name and Address of Schools	Check last year completed				Last year attended	Graduate?
Grade School	South Elementary	5	6	7	8	19 [illegible]	☑ Yes ☐ No
High School	Northwest High	1	2	3	4	19 72	☑ Yes ☐ No
College		1	2	3	4	19	☐ Yes ☐ No
Business or Trade School		1	2	3	4	19	Completed Custodial course
Special Training	CD Training Institute	1	2	3	4	19 82	

What types of Business machines do you operate? Calculator, typewriter

WHAT IS RIGHT? ______________________________

____

____

UNFAIR QUESTIONS

There are some questions an employer should not ask you on an application form or in the interview. Be familiar with these question areas so you can decide ahead of time if you want to answer.

THE KEY IS: It is unfair to ask any question that won't affect the way you can do the job.

If you decide not to answer a question which you consider to be unfair, tell the employer politely:

> "I'm sorry, but I don't see what that has to do with the job I am applying for. I would rather not answer that question."

Note: Some jobs have very special requirements necessary to do the job called "Bonafide Occupational Qualifications." In that case, it is permissable to ask questions that would otherwise be considered unfair. For example, if you were to work for a certain political party, you might well be asked about your political beliefs. Or, if you were applying to model high fashion clothing, you would probably be asked questions about your height and weight.

QUESTIONS AN EMPLOYER USUALLY SHOULD NOT ASK YOU OR YOUR REFERENCE PEOPLE:

* Your height and weight
* Your marital status or if you plan to get married
* If you have children or plan on any--if you use birth control
* Your religious beliefs or affiliations
* Your race, color, or nationality
* If you have any medical or mental problems
* Your views on morality or life-style choices
* If you have ever been arrested
* Your discharge status from the military
* If you own your own home or rent
* Your financial status - past or present

GUIDE TO FAIR PREEMPLOYMENT QUESTIONS

Subject	Fair	Unfair
Name	"Is any additional information relative to change of name, use of an assumed name, or nickname necessary to enable a check on your work and education record? If yes, please explain."	Maiden name
Residence	Place of residence.	"Do you own or rent your home?"
Age	Statement that hiring is subject to verification that applicant meets legal age requirements. For example, "If hired, can you show proof of age?" "Are you over 18?" /or/ "If under 18, can you after employment, submit a work permit.	Questions regarding: Age Birthdate Dates of attendance or completion of elementary or high school. Questions that tend to identify applicants over 40.
Birthplace, Citizenship	"Can you, after employment, submit verification of your legal right to work in the United States?" /or/ statement that such proof may be required after employment.	Birthplace or citizenship status of applicant, applicant's parents, spouse, or other relatives.
Natural Origin	Languages applicant speaks, reads, or writes.	Questions as to nationality or ancestry of applicant, applicant's parents, or spouse, /or/ language commonly used by applicant, /or/ how applicant acquired ability to read, write, or speak a foreign language.

Subject	Fair	Unfair
Sex, Marital Status, Family	Name and address of parent or guardian if applicant is a minor. Statement of company policy regarding work assignment of employees who are related.	Questions that indicate applicant's sex. Questions that indicate applicant's marital status. Number or ages of children or dependents. Provision for child care. Questions regarding pregnancy, child bearing, or birth control. Name or address of relative, spouse, or children of adult applicant. "With whom do you reside?" /or/ "Do you live with your parents?"
Race, Color	None	Questions as to applicant's race or color. Questions regarding applicant's complexion or color of skin, eyes, hair.
Physical Description or Photograph	Statement that photograph may be required after employment.	Questions about applicant's height and weight. Require applicant to affix a photograph to application. Request applicant, at his or her option, to submit a photograph. Require a photograph after interview but before employment.
Physical Condition, Handicap	Statement by employer that offer may be made contingent on applicant's passing a job-related physical examination, "Do you have any physical condition or handicap that may limit your ability to perform the job applied for? If yes, what can be done to accommodate your limitation?"	Questions regarding applicant's general medical condition, state of health, or illnesses, "Do you have any physical disabilities or handicaps?" /or/ questions regarding receipt of Worker's Compensation.
Religion	Statement by employer of regular days, hours, or shifts to be worked.	Questions regarding applicant's religion. Religious days observed /or/ "Does your religion prevent you from working weekends or holidays?"

Subject	Fair	Unfair
Arrest Criminal Record	"Have you ever been convicted of a felony, or (within specified time period) a misdemeanor that resulted in imprisonment?" (Such a question must be accompanied by a statement that a conviction will not necessarily disqualify the applicant from the job applied for.)	Questions regarding arrest record /or/ "Have you ever been arrested?" Questions regarding juvenile offenses.
Bonding	Statement that bonding is a condition of hire.	Questions regarding refusal or cancellation of bonding.
Military Service	Questions regarding relevant skills acquired during applicant's U.S. military service.	General questions regarding military services such as dates, and type of discharge. Questions regarding service in a foreign military.
Economic Status	None	Questions regarding applicant's current or past assets, liabilities, or credit rating including bankruptcy or garnishment.
Organizations, Activities	Request to "Please list job-related organizations, clubs, professional societies, or other associations to which you belong--you may omit those that indicate your race, religious creed, color, national origin, ancestry, sex, or age."	Question requiring applicant to "list all organizations, clubs, societies, and lodges to which you belong."
References	"By whom were you referred for a position here?" Names of persons willing to provide professional or character references for applicant.	Questions of applicant's former employers or acquaintances that elicit information specifying the applicant's race, color, religious creed, national origin, ancestry, physical handicap, medical condition, marital status, age, or sex.
Notification in Case of Emergency	Name and address of person to be notified in case of accident or emergency.	Name and address of relative to be notified in case of accident or emergency.

Subject	Fair	Unfair
Education	Applicant's academic, vocational or professional education; school attended. Inquiry into language skills such as reading, speaking, and writing foreign languages.	Inquiry asking specifically the nationality, racial, or religious affiliation of a school attended.

RESUMES

Because it can open doors which might otherwise be closed to you, a well prepared resume is very important to a successful employment search. A good resume clearly points out your work related skills, abilities, and experiences to a prospective employer.

Anyone can benefit from a resume. Although many people think that only "professional" persons need a resume, a well-written resume always make a positive impression and may make the difference between getting or not getting an interview.

What is a resume?

A resume is your personal information sheet that tells an employer:

- Who you are--your name, address, telephone number and
- What skills, education, experience, and interests you have.

What does a resume do?

- Provides important information about you,
- Presents you as an organized and motivated person, and
- Makes you look serious about finding a job.

What do you do with a resume?

- Take copies with you when you go to apply for a job. Always include a copy with an application form. If the employer or personnel office says that they are not accepting applications, ask if you can leave a copy of your resume and check back in a week or two to see if any job openings have occurred.
- Mail a copy to employers with a cover letter requesting a chance to discuss your qualifications with them personally.
- Take a copy to the interview to provide further information if the interviewer does not appear to have a copy on hand.

Many different types of resume styles are acceptable to employers, and there are many books that tell you how to write different resumes. However, the most important thing is that the resume clearly and quickly draw attention to your best "selling points." Research has shown that employers typically spend only 8 to 30 seconds reviewing each resume.

When writing a resume, some basic resume guidelines should be considered:

- It should be one or two pages in length--no more.
- It should look good--neat, concise, and easy to read.
- It should clearly point out your skills and worker strengths and tell the employer what you can do for the company.
- It should be accurate--no slang, spelling errors, or abbreviations.
- It should contain information about your work, educational, military, and volunteer experiences. Include dates and special accomplishments for each experience.
- It can list your "job objective," or you can leave it off the resume.
- It can list activities, interests, and references.

Most important, however, you should feel good about the way your resume looks and how it accurately and positively presents your skills and abilities.

Specializing Your Resume

If you want to have a professional looking resume, consider specializing it by using a conservatively colored bond paper. Cover letters to employees can also be written on this paper. White, off-white, light tan, or light gray are examples of acceptable paper colors.

There are four ways to prepare the resume:

- Type each one individually using a good typewriter; check each one carefully for errors.
- Make copies with a good quality photocopy machine.
- Have a print shop lithograph the resume.
- Print each copy individually on a word processor with a quality printer (not a cheap dot matrix!).

In any case, you will want your resume to look conservatively attractive, professional, and easy to read. Although the resume may not get you the job, it may get you the interview.

TWO SAMPLE RESUMES

The following are two widely accepted styles of resumes. Note that these samples are written for the same person with the same background. Notice, too, how differently they present the person and his skills.

(Sample Resume - Chronological Format)

MICHAEL SELF-STARTER
112 Evergreen Drive
River Falls, Wisconsin 54022
(715) 123-4567

JOB OBJECTIVE: A position in building maintenance, machine operation, assembly or related areas.

EXPERIENCE: Laborer, ABC Company, St. Paul, Minnesota. Worked in assembly and production of wood and steel products. Experienced doing inspecting and sorting of products. Kept track of inventory and wrote up purchase orders. Employed October 1982 to present.

Machine Operator, Tora Company, Spring Grove, Illinois. Did maintenance and preparation of equipment used on production line. Operated a forklift to load trucks. Performed inventory and general shipping and receiving duties. Employed September 1978 to October 1982.

Apprentice Industrial Insulator, Winaway Corporation, Simonton, Texas. Cut and installed insulation materials. Inspected, installed materials against specifications. Temporary employment January to July 1978.

MILITARY SERVICE: Truck Driver, U.S. Army, Fort Belvedere, Springview, Montana. Served 1975 to 1977. Received honorable discharge.

EDUCATION:
River Falls Senior High School
River Falls, Wisconsin
Graduated June 1975

ACTIVITIES: Enjoy reading, fishing, and outdoor activities. Coached little league teams 1984 to 1986.

REFERENCES:
Mr. Robert Smithe
Owner/Manager
Smithe Freight Service
1201 Ford Avenue
Eau Claire, Wisconsin 54701
(715) 831-0102

Ms. Lou Gassett
Inspector
Tora Company
Spring Grove, Illinois 60001
(600) 721-0345

Dr. Cleo Bright
Director of Research
ABC Company
St. Paul, Minnesota 55101
(612) 245-0001

This style resume stresses past work experience and details the duties you've had in previous jobs. This is the more traditional style resume, but unless you are applying for the same type of job, it is more difficult for an employer to pick out skills which transfer from one vocational area to another.

(Sample Resume - Functional Format)

MICHAEL SELF-STARTER
112 Evergreen Drive
River Falls, Wisconsin 54022
(715) 123-4567

QUALIFICATIONS:

Assembly and Building Trades Skills

- Worked in assembly and production of wood and steel products.
- Did maintenance and preparation of equipment used in finishing process on a production line.
- Experienced doing inspecting and sorting on an assembly line.
- Possess basic skills operating various power and air tools.
- Experienced doing minor electric, plumbing, and building repairs.

Machine Operation Skills

- Possess a valid driver's license and a good driving record.
- Experienced driving cube vans to make deliveries.
- Operated heavy equipment including bob cat, forklift, and crane hoist.

Record Keeping Skills

- Experienced receiving and writing up purchase orders.
- Kept track of business inventory to maintain operating level of supplies.
- Did inventory and general shipping and receiving duties on construction sites.
- Can use an adding machine and calculator.

EXPERIENCE:

Production Worker, ABC Company, St. Paul, Minnesota. Employed from October 1982 to present.

Machine Operator, Tora Company, Spring Grove, Illinois. Employed September 1978 to October 1982.

Apprentice Industrial Insulator, Winaway Corporation, Simonton, Texas. Temporary employment from January to July 1978.

MILITARY SERVICE:

Truck Driver, U.S. Army, Fort Belvedere, Springview, Montana. Served 1975 to 1977. Received honorable discharge.

EDUCATION:

River Falls Senior High School
River Falls, Wisconsin
Graduated June 1975

INTERESTS:

Enjoy reading, fishing, and outdoor activities. Coached little league teams, 1984 to 1986.

REFERENCES:

Will be furnished upon request.

This style resume clearly stresses work skills and strengths. It provides an accurate work history too, but doesn't focus on jobs you've had in the past. It clearly points out what you can offer the employer. It defines your transferable skills--skills gained in other types of work which can transfer to a new job area.

Let's take a closer look at these two resume formats.

FUNCTIONAL STYLE RESUME

This style resume clearly tells your work skills and abilities. It describes your work experience and points out any other valuable knowledge and skills you have. Because you can also describe personality characteristics, the functional style resume works especially well for people with little or no work experience. It also works extremely well for a person who is changing careers into a new job area that is different from past employment.

This resume is developed to demonstrate your skills and knowledge in terms of your future job goals. It can contain statements based on skills developed during past work experiences, training, hobbies and other involvements, such as community or school leadership. This style resume answers the employer's question about whether or not you have the skills to do the job before he even asks it.

The functional style resume points out transferable skills and clearly tells the employer what you have to offer. This style is extremely well-liked by employers as long as it contains the dates of your employment history.

(Sample Functional Style Resume for an individual with very little employment experience)

SHIRLEY DOWELL
987 Green Street
Bay City, Louisiana 71100
(304) 345-9876

JOB OBJECTIVE: An entry-level clerical position.

QUALIFICATIONS:

Clerical and Record Keeping Skills

- Possess general clerical skills including typing, filing, and record keeping.
- Experienced using various office equipment including a microfilm processor, mimeograph, postage meter, copy machine, adding machine, and calculator.
- Ordered supplies and maintained inventory for business machines.

Communication and Public Relations Skills

- Have ability to serve and communicate effectively with the public.
- Have done problem solving with customers while establishing a positive rapport.
- Possess good telephone communication skills.
- Demonstrated a high degree of patience, reliability, and sensitivity to others.

Organizing and Planning Skills

- Proven to have good organizational and time management skills.
- Have done community organizing and fund raising.
- Capable of working well under pressure.

EXPERIENCE:

Receptionist, First Bank and Trust, Bay City, Louisiana. June 1986 to present.

Clerical Assistant, Pine High School, Pine City, Wisconsin. September 1985 to May 1986.

Telephone Sales, Sunshine Cards, Pine City, Wisconsin. Employed summer of 1984.

EDUCATION:

Pulaski High School, Milwaukee, Wisconsin. Graduated 1969.

INTERESTS:

Enjoy crocheting, swimming, cooking, baseball, and crossword puzzles.

REFERENCES:

Mr. Howard Gillis
Owner
JumpRiver Rose's
Route 1, Box 42
Bay City, Louisiana 71100
(305) 683-2814

Ms. Mary Fullest
Supervisor
First Wisconsin National Bank of Northgate
4333 South 27th Street
Bay City, Louisiana 71100
(305) 282-3300

Ms. Gwen Miller
Supervisor
National Bank of Bay City
1325 Barksdale Boulevard
Bay City, Louisiana 71100
(305) 742-8613

(Sample Functional Style Resume for an individual with more work experience)

RICHARD P. DEPENDABLE
123 Ivy Lane
Slippery Rock, Wisconsin 54700
(715) 440-5678

JOB OBJECTIVE: A position in maintenance mechanics, building maintenance, and/or machine operation.

QUALIFICATIONS:

Mechanical Maintenance Skills

- Performed all mechanical maintenance duties for a processing plant including elevator, machinery, and vehicle repairs.
- Have extensive experience doing mechanical repairs of all kinds on automobiles, trucks, and farm machinery.
- Overhauled and rebuilt gas and diesel engines.
- Possess considerable experience in gas, electric, MIG and TIG welding.
- Have done fabricating with sheet metal and structural steel.
- Basic ability to read schematics and blueprints.

Machine Operation and Building Trades Skills

- Operated all kinds of heavy equipment including forklift, payloaders, front-end loaders, backhoes, caterpillars/crawlers, tractors, and farm equipment.
- Experienced operating remote controlled overhead crane hoists.
- Have knowledge and experience in building construction.
- Experienced doing major plumbing installation and minor electrical work.

EXPERIENCE:

Building Maintenance, Plaza Apartments, Black Wing, Minnesota. Employed June 1983 to present.

Plant Maintenance, Bay City Castings, Bay City, Wisconsin. May 1979 to May 1983.

Plant Maintenance, Schubert Lumber, Bay City, Wisconsin. October 1968 to April 1979.

Owner/Farmer, Dependable Dairy Farm, Slippery Rock, Wisconsin. 1965 to 1979.

EDUCATION:

Black Wing Vocational Technical Institute, Stephens, Minnesota. Machine Tool Operation, graduated October 1981. Andrews High School, Andrews, Minnesota. Graduated 1968.

INTERESTS:

Enjoy woodworking, inventing, outdoor activities, and fishing.

REFERENCES:

Will be furnished upon request.

(Another version of the Functional Style Resume - suitable for educators)

LINDA GOGETTER
10406 Bailey Road
Eden, Wisconsin 54819
(414) 477-5550

CAREER GOAL: Elementary Education Teacher. Certified to teach grades 1-8. Special interests in grades 3-5, as well as coaching basketball and football.

EDUCATION

Bachelor of Science Degree in Elementary Education
Joy University, Neenah, Wisconsin. 1982-1987. 3.4 G.P.A.

Associate Degree - Liberal Arts
Campbellsport Junior College, Campbellsport, Kentucky. 1961-1964.

TEACHING EXPERIENCE

Our Lady of Angels Elementary School, Ladysmith, Wisconsin

Student Teaching - Second Grade, September 1, to November 10, 1986.

Student Teaching - Third Grade, November 11, to December 29, 1986.

Student Teaching - Eighth Grade, January 2 to January 21, 1987.

COACHING AND ATHLETIC EXPERIENCE

- Trained in the principles of coaching basketball, football, baseball, and track.
- Experienced coaching basketball with adolescents.
- Lettered in high school basketball, football, baseball, and track.

WORK EXPERIENCE

Carpenter, Bolder Construction, Marblehead, Wisconsin. 1978 to 1982.

Inspector/Spray Painter, XYZ Corporation, Waukesha, Wisconsin. 1972 to 1978.

Recreation Therapist, Roger's Treatment Center, Armstrong, Wisconsin. 1966 to 1972.

ACTIVITIES AND INTERESTS

Enjoy coaching and working with youth groups. Play guitar, sing, and have participated in a variety of choirs and music groups.

REFERENCES

References will be available upon request.

STEPS IN WRITING A FUNCTIONAL STYLE RESUME

A Functional Style Resume stresses your work skills. Use this style if you will be applying for a new type of job or if you have little or no work experience. It clearly spells out your skills and abilities and points out transferable skills, knowledge and potential.

1. Decide which job(s) you will apply for. A "Job Objective" statement should be used only if you will be applying for one specific type of job. Otherwise, the "Job Objective" statement should be changed with each application to make it fit that particular job or be omitted.
2. Identify three or four skill areas which would be important to the job(s) for which you will apply. For example, someone applying for a janitorial job might choose "Custodial Skills" and "Machine Operation Skills." These skill areas should be directed toward future goals, not past experience. Refer to work sheet on page 67.
3. Identify a list of experiences, knowledge and skills you have to cite about yourself under each skill area. For example, "Clerical Skills: typing, shorthand, office machine operation, filing." Refer to worksheet on pages 68 and 69.
4. Write a statement about each of the experiences, knowledge items and skills which you have identified. The statements should each start with an action verb or action phrase and usually be stated in the past tense. Refer to worksheets on pages 73 to 78 for help identifying descriptive statements for your resume. When the statements have been developed, begin to record resume information in proper format for typing.
5. List your significant work experience by Job Title, Name of Company, City, State, and dates of employment. List the most recent job first, the second most recent next, etc. Because the employer will look for these, make sure any gaps in your work history are accounted for.
6. List your education--most recent first--by the Name of the School, City, State, and Course completed. In most cases, do not list grade schools--end with high school.
7. List five or six interests or activities in which you are involved. Again, do not indicate church or political activities due to possible discrimination.

8. References should always be listed last. Three is a good number. List by Name, Business Title, Business Address, Phone Number--where they can be reached during the day. Some people prefer to indicate "References Will Be Furnished Upon Request" instead of actually listing references on the resume. That is your option. However, it is generally felt that providing easy access to your references can speed up the application/interview process. A positive reference check can also prepare the way for a positive interview. Refer to pages 42 and 43 for more information.
9. Have your resume typed in a neat, error free manner. Proofread carefully.
10. Make copies of your resume on a good quality, conservative color (i.e., beige, light gray) bond paper.

HELP WORK SHEETS
TO DO A FUNCTIONAL STYLE RESUME

Step 1:

List the three jobs (by title) for which you will be applying:

1. ______________________________

2. ______________________________

3. ______________________________

Step 2:

Check (✓) three or four skill areas that are the most important to the job(s) you will apply for and in which you have knowledge or experience. You may wish to finish with a category such as "Related Work Skills" to include skills other than only those in the other category areas.

____ Assembly Skills
____ Building Trades Skills
____ Caretaking Skills
____ Clerical Skills
____ Coaching Skills
____ Communication Skills
____ Computer Skills
____ Creative Skills
____ Custodial Skills
____ Designing Skills
____ Farming Skills
____ Food Service Skills
____ General Work Skills
____ Housekeeping Skills
____ Leadership Skills
____ Machine Operation Skills
____ Maintenance Skills
____ Management Skills
____ Mechanical Skills
____ Nursing Skills
____ Organizing Skills
____ Personality Characteristics
____ Planning Skills
____ Problem Solving Skills
____ Production Skills
____ Programming Skills
____ Purchasing Skills
____ Record Keeping Skills
____ Related Work Skills
____ Sales Skills
____ Supervisory Skills
____ Teaching Skills
____ Technical Skills
____ Writing Skills

Step 3:

Make a list of all the experiences, skills, and abilities you have under each skill area you selected. See the resume descriptive statements list (pages 73 to 78) for ideas--also use your own. Then write a statement about each of the items you listed.

(Skill Area #1): ______________________________ Skills

*

*

*

*

*

*

*

(Skill Area #2): ______________________________ Skills

*

*

*

*

*

*

*

Step 3: (continued)

(Skill Area #3): ______________________________ Skills

*

*

*

*

*

*

*

(Skill Area #4): ______________________________ Skills

*

*

*

*

*

*

*

SKILL AND ACTION WORDS IDEA LIST

Because they are action oriented the following words are effective when used in a resume.

acted
adapted
addressed
administered
advertised
advised
allocated
analyzed
appraised
arranged
assembled
assessed
assigned

bargained
bought
budgeted
built

calculated
cared for
catered
chaired
changed
clarified
classified
cleaned
climbed
coached
collaborated
collected
communicated
compared
compiled
composed
computed
conceptualized
conducted
constructed
consulted
contributed
controlled
cooked
cooperated
coordinated
counseled
crafted
created
critiqued

danced
debated
decided
defined
delegated
delivered
demonstrated
designed
detected
determined
developed
diagnosed
directed
discussed
displayed sensitivity
dissected
drafted
drew
drove

edited
educated
enabled
encouraged
enforced
enlisted
entertained
established
estimated
evaluated
evaluated
examined
exchanged information
expedited
experimented
explained
expressed

facilitated
filed
financed
forecasted

gathered
gave
guided

heard
helped
hosted

identified
implemented
improved
informed
initiated
innovated
inspected
inspired
instructed
interpreted
interviewed
invented

judged

learned
lectured
led
led group discussion
liaison
lifted
listened
lobbied

made decisions/policies
maintained
managed
manipulated
mapped
mediated
memorized
modified
molded
motivated

negotiated

observed
operated equipment
operated
ordered
organized

perceived
performed
persuaded
planned
preached
prepared
prioritized
problem solved
processed
produced
programmed
promoted
proof read
publicized
published
purchased

raised
ran
reacted
read
reasoned
recommended
reconciled
recorded
recruited
reduced
reflected
related
repaired
reported
reproduced
researched
researched
restored
reviewed
risked

scanned
scheduled
screened
selected
served
served
serviced
set goals
sewed
shaped
showed insight
simplified
sold
solved
spoke in public
staged
studied
summarized
sung
supervised
supported
surveyed
symbolized

systematized

taught
traced
tracked
trained
transferred
trimmed
turned

uncovered
unified
utilized

vacated

waged
widened
withdrew

won
worked
wrote

RESUME DESCRIPTIVE STATEMENTS

(Use any of these statements that apply to you. Feel free to change these to fit you or write your own original statements. Check (✓) those that you might use.) REMEMBER - get ideas from these, but use your own experience and abilities!

Assembly Skills

____ Worked in assembly and production of (wood, metal, plastic) products.
____ Demonstrated good manual and finger dexterity at a rapid continuous rate.
____ Experienced in inspecting and sorting on an assembly line.
____ Gained extensive knowledge of soldering and assembly.

Building Trades Skills

____ Proven knowledge of basic building construction.
____ Experienced operating various power tools including drill press, radial arm saw, skill saw, electric hand drill and circular saw.
____ Responsible for remodeling and repairing of several houses and worked with wood, metal, cement, and insulation.
____ Operated a variety of air tools including nail and staple guns, drills, and drivers.

Caretaking Skills

____ Experienced personal care attendant for (elderly, physically disabled).
____ Demonstrated a high degree of patience, reliability and sensitivity to others.
____ Gained a good deal of experience caring for children.
(Also, see "Nursing Skills")

Clerical Skills

____ Experienced doing basic accounting/recordkeeping
____ Typed at ____ words per minute using (manual and electric) typewriters.
____ Took shorthand dictation at ______ words per minute and transcribed with high degree of accuracy.
____ Operated various office equipment, including copy machine, dictaphone, mimeograph and postage meter.
____ Experienced in doing business typing including memorandums and business letters.
____ Sorted and delivered mail.
____ Performed general clerical work including typing, filing and record keeping.
____ Filed materials using numerical, alphabetical and chronological filing systems.
(Also, see "Record Keeping Skills")

Coaching Skills

____ Trained in the principles of coaching ____________________.

____ Have coached ____________ teams.

____ Demonstrated ability to motivate people.

Communication Skills

____ Experienced in telephone communication and taking messages.

____ Demonstrated ability to use persuasive sales techniques.

____ Demonstrated good public relations skills and have done public speaking.

____ Performed and entertained before live audiences.

____ Proven ability to serve customers and establish a positive rapport.

____ Demonstrated ability to create effective ideas and slogans.

Computer Skills

____ Trained to debug, make files, and use word processors.

____ Ability to do computer programming in ____________ language.

____ Experienced doing basic data entry into a ______________ microcomputer.

____ Understand _____________ computer theory and language.

____ Designed, tested and executed programs to ______________.

Counseling Skills

____ Conducted group, individual and family approach counseling.

____ Performed crisis intervention counseling.

____ Referred people to appropriate resources.

____ Developed individualized client goal plans.

Creative Designing Skills

____ Completed a floral arranging course including design concepts.

____ Designed, color coordinated and constructed numerous handcrafted items.

____ Sewed soft sculptured dolls and clothing.

____ Creative in areas such as drawing, painting, knitting, crocheting, woodworking, and other crafts.

Custodial Skills

____ Responsible for cleaning and general maintenance of bathrooms, hallways, and offices.

____ Operated a floor scrubber and buffer.

____ Performed groundskeeping and clean up.

Farming Skills

____ Operated and maintained farm machinery.
____ Performed the regular duties of a (large-scale) farm operation including planting and harvesting crops and caring for cattle.

Food Service Skills

____ Prepared food in large quantities following recipes and menu plans.
____ Proven to have good food preparation skills.
____ Experienced washing dishes and doing general cleaning of food preparation areas.

General Work Skills

____ Possess a valid driver's license and a good driving record.
____ Possess a valid chauffeur's license.
____ Experienced stenciling products to be shipped.
____ Experienced driving, loading, and unloading trucks.
____ Surveyed lots and roads.

Housekeeping Skills

____ Experienced doing all aspects of housekeeping including vacuuming, dusting, cleaning, mopping and waxing floors, and making beds.

Leadership Skills

____ As (president, director, etc.) was responsible for conducting various committee and board meetings.
____ Gained knowledge of various speech, advertising, assertiveness and sales techniques.
____ Experienced as head worker for manufacturing company.
____ Established ____________ (club/organization/etc.).

Machine Operation Skills

____ Proven ability to follow a pattern and operate a sewing machine to construct fabric items.
____ Drove and operated heavy equipment including a payloader, backhoe, caterpillar, dump truck and forklift.
____ Operated remote controlled overhead crane hoists to move large items.
____ Operated a ____________ machine on a production line to make __________.

Maintenance Skills

____ Did Sandblasting to clean a variety of items.
____ Responsible for minor building repairs.
____ Experienced performing minor electric and plumbing repairs.
____ Experienced doing __________ welding.

Management Skills

____ Gained knowledge of management techniques including leadership styles, problem solving and human resource development.

____ Trained in communication skills within organization as well as between employees and management.

____ Responsible for management of a ________________ business.

Mechanical Skills

____ Worked with hydraulic fluid and air systems.

____ Experienced repairing machines and other related equipment.

____ Experienced doing general maintenance and repair on (cars/trucks/farm machinery).

Nursing Skills

____ Coordinated patient's treatment in a multi-disciplinary or team approach.

____ Certified as a (Registered Nurse, LPN, Nursing Assistant).

____ Responsible for the daily care of patients including bathing, dressing and feeding.

____ Charted patients' daily progress and special needs.

____ Supervised and assisted patients with daily activities.

____ Responsible for taking patients' blood pressure, temperatures and assisting with physical exercises.

(Also, see "Caretaking Skills")

Organizing and Planning Skills

____ Demonstrated good time management and organizing skills.

____ Designed and set up a filing system.

____ Organized fund raising.

____ Performed on a variety of community activities.

Personality Characteristics

____ Worked well under pressure while doing ________________.

____ Proved an ability to learn new things quickly.

____ Demonstrated to be dependable and have a positive attitude.

____ Punctual and prompt in work habits.

____ Displayed a capability to work independently in the work setting.

Problem Solving Skills

____ Experienced in customer relations and problem solving.

____ As lead worker responsible for delegation of employee duties and doing problem solving.

Production Skills

____ Worked on a production line making __________________.

____ Experienced in variety of food production duties including cutting, packaging, cleaning and sterilizing equipment.

Repair Technician Skills

____ Experienced in basic troubleshooting and enjoy the challenge of solving problems.

____ Experienced using a variety of test equipment including oscilloscopes, multimeters and probes.

____ Was familiar with schematics and flow charts.

____ Experienced and trained in the maintenance and repair of electrical and electronic equipment.

Record Keeping Skills

____ Experienced receiving and writing up purchase orders.

____ Responsible for billing and collecting payments.

____ Kept records of business inventory.

____ Used a calculator to balance checkbook, do budgeting and prepare income tax.

____ Performed inventory and general shipping and receiving duties in (manufacturing plant/warehouse).

____ Used an adding machine and calculator to work with numbers.

Sales Skills

____ Assisted customers in the purchasing of merchandise.

____ Worked as a cashier in a (grocery/retail/etc.) store.

____ Experienced doing wholesale sales in __________________ area.

____ Serviced established accounts in a ______________________ business.

____ Responsible for maintaining route sales.

____ Set up product displays for promotional purposes.

____ Conducted telephone soliciting which included scheduling appointments and recording information.

____ Planned and performed product demonstrations.

Supervisory Skills

Teaching Skills

____ Certified to teach grades ____________________.

____ Lectured and delivered ________ education to schools and community action groups.

____ Developed curriculum and daily lesson plans to teach __________.

____ Planned, organized, and supervised recreational activities for ____________.

____ Trained in a variety of teaching techniques required to meet the different learning modes of individuals.

____ Have done 1:1 tutoring.

____ Experienced teaching in a classroom setting.

____ Have taught swimming to _____________________.

____ Experienced as a group trainer.

Writing Skills

____ Demonstrated writing skills including __________________.

____ Responsible for writing reports and correspondence.

____ Have had written materials published.

____ Possess good written communication skills and have prepared records and discharge summaries.

Chronological Style Resume

This style resume emphasizes your specific past work experience and dates of employment. It is the most commonly used style of resume. However, unless you are applying for the same type of job that you have done before, it is more difficult for an employer to pick out skills that transfer from one type of job to another.

Notice how the chronological style resume is set up similar to application forms. Your most recent job should be listed first, followed by the second most recent, and so on. Cite your employment back to finishing of high school, but go no further back than 20 years unless you want to draw attention to your age.

Each listing should start with job title, followed by the company name, and the city and state where the company is located. Next, write four or five descriptive statements about the job duties. Writing the descriptive sentences in past tense will keep the reading of your resume consistent as well as give the impression that you are ready to go to work immediately.

Your employment history must be included and be as complete as possible. The dates can be listed at the end of the job description to take the emphasis off from them or placed in the margin if you want to draw attention to them. Now, let's take a closer look at the chronological style resume.

(Sample Chronological Style Resume for an individual with very little employment experience)

SANDRA BRIGHT
123 Pine Street
Paris, Wisconsin 54321
(715) 987-6543

JOB OBJECTIVE: An entry level clerical position.

EXPERIENCE: Clerical Assistant, Pine High School, Paris, Wisconsin. Performed general clerical duties. Operated various office equipment including the electric typewriter, copy machine, calculator and adding machine. Did typing, filing and record keeping. Employed from September, 1987 to June, 1988.

Child Care Worker, Mrs. Lee Smith, Paris, Wisconsin. Did child care for two preschool aged children in their home. Responsible for meal preparation and planning play activities. Employed Summer of 1986.

Telephone Sales, Sunshine Cards, Paris, Wisconsin. Used persuasive telephone sales skills to sell greeting cards to persons on a calling list. Kept records of customers and sales orders for supervisors. Employed Summer of 1985.

EDUCATION:
Pine High School
Paris, Wisconsin
Graduated June, 1988

ACTIVITIES: Enjoy cooking, swimming, bicycling, coaching and meeting people.

REFERENCES:
Ms. Sally Bright
Administrative Secretary
Pine High School
111 Oak Street
Paris, Wisconsin 54321
(715) 876-0011

Mr. Lou Gassett
Supervisor
Pine County Highway Department
Paris, Wisconsin 54321
(715) 987-1122

Ms. Lee Smith
Registered Nurse
Pine Valley Hospital
123 Mountain Avenue
Paris, Wisconsin 54321
(715) 987-1234

(Sample Chronological Style Resume for an individual with more work experience)

SAMUEL PATRICKS
725 Cameron Avenue
Menomonie, Wisconsin 54751
(715) 245-0010

EXPERIENCE:

1982 to present

Laborer - Janitor: Blue Giant Canning Company, Spring Lake, Wisconsin. Operated water irrigation system and maintained sanitation system. Responsible for record keeping of fuel, repairs and operating hours. Duties also included general cleaning and building maintenance.

1980 to 1982

Assembler: Mesa Products, Park Forest, Minnesota. Assembled concrete construction equipment. Used hand and power tools such as wrenches, saws, trowels, electric drills and grinders extensively. Responsible for meeting construction quotas.

1978 to 1979

Groundskeeper: Bohemian Charities, Inc., Milwaukee, Wisconsin. Was responsible for general groundskeeping duties. Planted flowers and cared for gardens. Trimmed trees and shrubs on regular basis. Operated power mowers and trimmers and performed general maintenance on equipment.

EDUCATION:

Vocational Technical Institute
Fond du Lac, Wisconsin
Electricity Course - Received Diploma, 1979

Forgetmenot High School
Eau Claire, Wisconsin
Received Diploma, 1974

MILITARY SERVICE:

Welder/Mechanic, U.S. Navy
San Diego, California
Served 1974 to 1978

ACTIVITIES:

Enjoy fishing, swimming, reading and basketball.
Member of Menomonie Service Club

REFERENCES:

Mr. Robert Smithe
Owner/Manager
Smithe Freight Service
1201 Ford Avenue
Eau Claire, Wisconsin 54701
(715) 831-0102

Ms. Lou Gassett
Inspector
Tora Company
Spring Grove, Illinois 60001
(600) 721-0345

Dr. Cleo Bright
Director of Research
ABC Company
St. Paul, Minnesota 55101
(612) 245-0001

(Sample Chronological Style Resume emphasizing educational qualifications)

JONATHAN SUCCESS
4010 Graham Avenue
Atlanta, Georgia 30300
(103) 789-1234

JOB OBJECTIVE: A position that will allow me to utilize my communication, teaching, leadership, management and/or planning skills.

EDUCATION:

University of Greenhall
Greenhall, Georgia
Master of Science Degree - Communications
August 1987

University of Wisconsin
Madison, Wisconsin
Bachelor of Science Degree - Special Education
June 1980

EXPERIENCE:

Program Director/Administrator, Learning Achievement Center, Atlanta, Georgia. Responsible for hiring, training, and supervising employees for three centers. Wrote grants and contracts. Did some one-to-one counseling with staff and clients' families. Managed an annual budget of $200,000.00 and did purchasing of all equipment and supplies. Organized public relations functions and edited a monthly newsletter. Employed June 1985 to present.

Special Education Teacher Coordinator, Greenview Heights School District, Greenview, Georgia. Responsible for programming and assurance of delivery of educational services to special needs students in entire district. Planned yearly budget for each of six schools and provided guidance to teaching staff in purchase of curriculums and educational materials. Worked with a team of professionals to design and develop individual programs for students. Wrote and filed state and federal reports. Taught developmentally disabled students. Employed July 1980 to May 1985.

SPECIAL ACHIEVEMENTS:

Outstanding Young Educator - Teacher of the Year, presented by Greenview Jaycees, 1984-1985.

Outstanding Special Olympic Program of the Year, Atlanta, Georgia. 1986-1987.

INTERESTS: Reading, writing, horseback riding, and watercolor painting. Also coach Special Olympics.

REFERENCES: Will be furnished upon request.

STEPS IN WRITING A CHRONOLOGICAL STYLE RESUME

A Chronological Style Resume stresses your work history and work experience. If you will be applying for very similar type of work again and if you have a very good work history, use this style. However, if you are applying for a different type of work, it is more difficult for an employer to pull out the skills that transfer from one vocational area to another.

1. Decide which job(s) you will apply for. A "Job Objective" statement should be used only if you will be applying for one specific type of job. Otherwise, the "Job Objective" statement should be changed with each application to make it fit that particular job or be omitted--it is optional.

2. List your work history--most recent first--by Job Title, Company Name, City and State. Then write four or five descriptive statements about your job duties. Refer to Work Sheets on pages 73 to 78. Begin with an action word (verb) or action phrase and state it in the past tense. End each description with your dates of employment. For example, "Employed from June, 1983 to May, 1985." If you were employed on a temporary basis be sure to indicate that--for example, "Temporary employment from June to September, 1984."

   Because the employer will look for these, make sure any gaps in your work history are accounted for.

   When your descriptive statements have been developed, write the information in proper format for typing.

3. List your education--most recent first--by the Name of the School, City, State and Course completed. In most cases, do not list grade schools; start with high school.

4. List five or six interests or activities in which you are involved. Again, do not indicate church or political activities due to possible discrimination.

5. References should always be listed last. Three is a good number. List by Name, Business Title, Business Address, and the Phone Number where they can be reached during the day. Refer to pages 42 and 43 for more information.

   Some people prefer to indicate "References Will Be Furnished Upon Request" instead of actually listing references on the resume. Although this is your option, it is generally felt that providing easy access to your references can speed up the application/interview process. A positive reference check can also prepare the way for a positive interview.

6. Have your resume typed in a neat, attractive format. Check for errors and proofread carefully.

7. Make copies of your resume on a good quality, conservative color (e.g., beige, light gray) bond paper.

RESUME CHECKLIST

Check over these key points with your finished resume. It should:

_____ Be typed or duplicated on quality bond paper in order to make a very positive first impression.

_____ Be easy to read with no grammatical or spelling errors.

_____ Clearly point out skills, training and other qualifications applicable to your job goal.

_____ Cite areas of achievement, professional memberships, and other interests and accomplishments.

_____ Be no more than two pages in length.

_____ Avoid the use of personal pronouns such as "I," "My," and "Our."

_____ Use skill and action words to begin descriptive statements.

_____ Use bold type or underlining to emphasize your strongest selling points.

_____ Mention military experience, volunteer, and community organizing work.

UNIT 4

GETTING READY TO FIND A JOB

PLANNING AND KEEPING TRACK OF MY JOB SEARCH

What is a Job Search?

A job search is the way you find out about, apply, and interview for employment. It is over when you are hired for a job that is acceptable to you.

Planning Your Job Search

There are a lot of ways to find possible job openings. Check all the ways you will use to find a job.

I will:

	(✓) Yes	No
1. Apply to employers in person	____	____
2. Apply to employers by mail	____	____
3. Apply to employers by telephone	____	____
4. Ask friends and relatives	____	____
5. Division of Vocational Rehabilitation	____	____
6. Answer newspaper ads (only 12-15% of openings listed in want ads)	____	____
7. Job Service	____	____
8. Ask former instructors	____	____
9. Apply for State or Federal jobs	____	____
10. Through unions and apprenticeships	____	____
11. Ask former employers	____	____
12. Temporary help agencies	____	____
13. Employment agencies	____	____
14. Placement Offices--colleges and technical schools	____	____
15. Reference section of the city or school libraries: Various Directories of Employers, Newspapers and Phone Directories from all over the country (and world), Journals and Magazines	____	____

THE "HIDDEN" JOB MARKET

Don't overlook some of the best sources for job information--people you know. Tell everyone you know or meet that you are looking for work. Ask people like:

- Friends
- Teachers
- Relatives
- Past supervisors
- People you have worked with
- People who belong to the same team or club
- Neighbors
- People at church or synagogue
- People you do business with
- New people you meet

List five people you will contact to let them know you are looking for a job:

1. ______________________________
2. ______________________________
3. ______________________________
4. ______________________________
5. ______________________________

THE JOB SEARCH PLAN

Early each week prepare a schedule to help you plan your upcoming job search.

- Indicate which days you will make telephone calls to employers.
- Specify which days you will make telephone calls to employers. These calls can be first contacts or follow-up calls.
- Specify which days you write to employers. This would include letters applying for positions, thank you and follow-up letters.
- Designate times to follow-up with sources who are helping your job search efforts. These sources might be teachers, family, friends, Job Service, DVR, PWI or other agencies.

After awhile your job hunting efforts can become confused in your mind. Use this plan to keep track of your job search activities. Do one plan for each week.

Developing a job search plan requires some hard work. It may not be easy to start actually putting down on paper the names of companies you will contact and when. This method can save you a lot of time and confusion later--so it is worth the effort.

Five Steps to Developing a Job Search Plan

1. Write down all the communities where you would be willing to work.
2. Make a list of all the prospective employers from each of the communities you wrote down. This list can be drawn from tips received from family and friends, and a variety of published sources and reference books.
3. Decide on a reasonable and logical plan for contacting employers. For example, you may wish to contact eight employers one week that are all located in the same community. Or, you may decide to contact all retail stores in one week and all food service establishments the next.
4. Record on some type of chart or list your logical plan for contacting prospective employers. An example of such a planning sheet can be found on page 93. Make copies from this master copy for your own use if you desire.
5. Finally, make certain you keep up your Job Search Plan sheet noting any special occurrences such as dates of contact and follow-up.

IDENTIFYING EMPLOYERS FOR MY JOB SEARCH PLAN

Source	Where Can I Find Them	What Will They Tell Me?
Want Ads	Newspapers, some magazines, bulletin boards in public places.	The name of the job, sometimes the name of the company and how to apply. Sometimes more.
State Job Service	The telephone directory in the white pages, usually under your State. Call for an appointment.	About local job openings, many employers who do not list openings in want ads. Can also help with special programs for people who qualify.
School Counselors and Teachers	High schools, vocational/technical schools, and colleges.	Information about jobs and companies that hire. Sometimes specific openings they know about.
Yellow Pages of Phone Book	The telephone directory at home, at work or school. Libraries usually have many different directories from all over the country.	Names, addresses and phone numbers of employers listed alphabetically under specific categories.
Manufacturer's Directories (By State or City)	Libraries, Job Counseling Centers	Lists companies in the specific area, names of contact people, company officers, products and types of work done.
Chamber of Commerce	The telephone directory in the white pages, usually under the City's name.	Current list of local companies, what they do and contact people with telephone numbers.
Reference Library	Most libraries, especially in schools and colleges.	Company annual reports, business and financial information and books on specific careers and job hunting.
Employer Personnel Office	Inquire in person or contact by telephone or mail.	Company jobs available and what workers do.

Name: ______________________

JOB SEARCH PLAN

Employer Name and Address	Phone Number & Contact Person	Job to Apply for	Date Contacted	Comments/Notes
	Phone Number: Contact Person: Title:		Follow-up:	Application submitted __yes __no Resume submitted __yes __no Interview scheduled __yes __no
	Phone Number: Contact Person: Title:		Follow-up:	Application submitted __yes __no Resume submitted __yes __no Interview scheduled __yes __no
	Phone Number: Contact Person: Title:		Follow-up:	Application submitted __yes __no Resume submitted __yes __no Interview scheduled __yes __no
	Phone Number: Contact Person: Title:		Follow-up:	Application submitted __yes __no Resume submitted __yes __no Interview scheduled __yes __no

HOW TO APPLY FOR A JOB

After you have done the preparation work, it is finally time to start contacting employers to see if they have a job opening for which you can apply. Most people contact employers in any of three most common ways. They are:

- by telephone
- in person
- by mail

Let's take a closer look at each of these approaches...

TELEPHONE CONTACTS

Sometimes it is necessary to telephone an employer to find out more about a job or to answer an employment want ad from the newspaper.

When you are nervous, making such a telephone call can be difficult. However, if you follow a few basic rules, you will make a good impression.

- Begin by introducing yourself and the reason you are calling
- Relax and smile as you speak
- Be interested in what the employer is saying
- Be polite
- Be confident and positive about yourself
- Be businesslike and brief
- Take notes as you gain information so you don't forget anything later

Applying for Jobs by Telephone

- Be sure to get the correct information such as spelling of names and titles, dates, time and locations.
- Speak clearly and say only positive things about yourself and others.
- Keep a record of each contact you make.
- Be sure to do what you say you will.
- Keep calls short and pleasant as employers are usually very busy.
- Call the employer as soon as possible after learning of a job opening.

First Find Out and Record the Following Information

Name of the Company: ______________________________

Contact Person: ______________________________

Name of the Job: ______________________________

Duties of the Job: ______________________________

How I Learned About Opening: ______________________________

SAMPLE TELEPHONE APPLICATION CONVERSATION

Have paper and pen handy to take notes as you talk. Relax and smile as this will come across on the telephone in your voice. Watch yourself in a mirror.

WHEN FIRST TALKING WITH THE SECRETARY, SAY:

"Hello, my name is ____________________. May I please speak to the person in charge of hiring for ____________________________ positions. Thank you."

Write down the information as you receive it. Be sure to get the correct spelling.

Person in charge of hiring: ____

His or her job title: ____

IF THE PERSON IN CHARGE OF HIRING IS NOT AVAILABLE, ASK THE SECRETARY:

"Could you please give me his or her name and a better time to reach him or her? Thank you."

When to call back: ____

WHEN YOU SPEAK TO THE PERSON IN CHARGE OF HIRING, SAY:

"Hello Mr. (or Ms.) _________________________________, I am calling about a ____ position with your company. I would like to apply for this job. Would it be possible for me to come in and talk with you personally about my qualifications.

If yes, write down:

Date of interview: ____

Time of interview: ____

Where: ____

If no, ask:

"Would it be alright if I send you a copy of my resume and check back later to see if a job has opened up?"

If they say yes, send a copy of your resume and a cover letter right away. Also, remember to get in touch with them again in about a week or two as you promised to do follow-up.

APPLYING FOR JOBS IN PERSON

Applying for jobs in person is by far the most effective method of job seeking. It is important to be prepared when you make your first contact. Be sure to know something about the company and the types of employment opportunities potentially available. This preparation can save you future embarrassment. It will also help assure that you will make a good first impression.

Begin by planning which employers you will go see and when. If you call ahead, the secretary will usually give you the name of the person who does the hiring for the position you ask about. Then when you make your in-person visit, you can ask to talk with the employer by name. If the person who does the hiring is not in, ask if you can come back later, or talk to someone else about applying for the job.

When you are finally talking to someone about job possibilities, follow these steps:

1. Introduce yourself and shake hands. Tell the person the type of position(s) you are interested in applying for--you can also mention why you are applying with their company. (Good reputation, good products or services, etc.)

2. Ask if you can fill out an application and/or leave a copy of your resume.

3. If they say they are "not hiring and not giving out applications," ask if you can leave a copy of your resume anyway and give them a call back in a couple of weeks to see if any jobs have opened up.

4. Thank the person for their time when the conversation seems to have come to an end.

5. Do call back or stop back in person to ask if any jobs are available in a week or two if you said you would. Always be polite and cooperate and don't make the employer defensive by being too "pushy" or demanding. Let them know that you really want to work for their company. Motivation and enthusiasm are two of the biggest selling points you can make.

SAMPLE IN-PERSON APPLICATION CONVERSATION

(Reach out to firmly shake the employer's hand)

You would say:

"Hello, my name is ______________________________. I would like to apply for a ______________________________ position with your company. I am interested in your company because ____ (give your reasons). Would it be possible to fill out an application and leave a copy of my resume."

If the employer says they are "not hiring" right now, say:

"I understand. Could I leave a copy of my resume and give you a call in a couple of weeks to see if any ____ jobs have opened up?

Thank you so much for your time. If you have any questions, please feel free to give me a call. My telephone number is on the resume."

What you want to do is "keep the door open" so that you can check back with the employer at a later time about any new openings they may have. Some employers actually expect an applicant to make contact with them two or three times before they will interview the applicant. Such employers are looking for people who are motivated to work with their company.

Follow-up is very important. Some companies actually make their hiring decisions based on applicants' follow-up. It may feel awkward or even embarrassing to recontact an employer, but don't let that stop you. Follow-up often pays off in a big way!

HELPFUL HINTS FOR "IN PERSON" APPLICATION

- When applying for a job wear the kind of clothes you would wear to work if you were hired for the job.

- Regardless of what you wear, have a neat, clean, conservative and attractive appearance.

- Take along your resume and your application "Help Sheet" in case the employer asks you to fill out an application form right then and there.

- Take an erasable pen--blue or black ink--along to fill out application forms.

- Be very polite--and show a positive attitude.

- Smile, stand up straight and speak clearly so that you appear pleasant and self-confident.

- Remain positive, even when you are turned away. Make a good, lasting impression.

- Follow-up at a later date to show your positive attitude and motivation to work for that employer.

APPLYING FOR JOBS BY MAIL

There are occasions when corresponding with a prospective employer is necessary. Let's take a look at some of the most typical times you may need to write to an employer.

Cover Letter or Letter of Application

The preferable first contact method with prospective employers is through a personal visit to the company. However, you may need or want to make your first company contact with a "cover Letter"--also called "letter of application"--if:

- you are unable to contact the employer by telephone
- the company is located out-of-town
- you are responding to an ad or an employer request that you apply by letter

A cover letter should be:

- Brief - usually no more than one page in length
- Typed - neatly, without errors on quality typing paper
- Addressed to the right person - usually the one in charge of hiring for the position. (Be sure to spell the employer's name correctly!)
- An original copy - not a duplicated or "Xeroxed" one

Purpose of the cover letter:

- Introduce you to the employer
- Interest the employer in your qualifications
- Specify your interest in the company and the job
- Request an opportunity to discuss your qualifications personally
- Indicate your availability and the telephone number where you can be reached

NOTE: A cover letter should always accompany a completed application form or resume sent to an employer by mail. It is usually not recommended that you include such a letter when you apply in person.

Again, anytime you mail an application or a resume to an employer you must send a cover letter along with it. (See the cover letter outline and work sheet on pages 103 and 104). Some employers say they throw out applications which they receive without a cover letter because they don't know which job the individual is applying for.

A cover letter is really a polite introduction of yourself to the employer. It should be brief, but say enough to interest the employer in your special qualifications. In your cover letter tell the employer:

- Who you are
- What job you are interested in
- Which relevant skills and experience you have
- How you heard about the opening
- Why you are interested in that job and that company

List your telephone number and indicate your desire to talk with the employer personally about your qualifications for the job.

Remember, any correspondence represents you on paper. Be sure your letters are neat and legible with perfect spelling. Also, if you have any letters of recommendation (written references) from former employers, enclose a copy with your cover letter and resume. (See the sample letter of recommendation on page 102). It should be noted that it is not usually advisable to send more than three letters of recommendation with each application.

If you have been a good worker for a former employer, you should ask your former supervisor to write you a letter of recommendation. Then make copies of this letter --never give the original away--and enclose a copy with each application or resume you give to a prospective employer during your job search. This makes a very good impression and may interest an employer in considering you for an opening.

SAMPLE LETTER OF RECOMMENDATION

(Written on Company Letterhead Paper)

To Whom It May Concern:

John Doe worked with our company as a file clerk and, in evaluating his performance, I feel very comfortable in recommending him to interested employers.

As John's immediate supervisor, I was able to directly observe him as he completed his assigned tasks. His responsibilities included sorting mail, maintaining records, typing, filing and completing special projects. John met or exceeded our expectations in all of these areas.

John also proved dependable and motivated and demonstrated an ability to get along with everyone. When John was requested to perform some duties that were unfamiliar to him, he proved by his ability to listen and observe, that he is a quick learner as well.

Based on John's skills, work attitude and willingness to learn, I am certain that John will prove to be an exceptional employee and a definite asset to his future employer.

If you have any questions or would like additional information on John, please call me at 111-222-3333.

Sincerely,

FORMER EMPLOYER'S SIGNATURE

Linda Gogetter
Supervisor of Production
PRETEND INDUSTRIES

If you prefer to write your own cover letter, you may want to use this outline as a guide.

COVER LETTER OUTLINE

(Also see Cover Letter Work Sheet, page 104)

Your Street Address
Your City, State and Zip Code
Date of Writing

Mr. (Ms. or Dr.) Name of Employer (spelled correctly)
Job Title of Employer
Company Name
Company Address
City, State and Zip Code

Dear Mr. (Ms. or Dr.) ______________________:

FIRST PARAGRAPH:

- Tell why you are writing, name of position for which you are applying
- Tell how you heard of the opening (newspaper, friend, etc.)

SECOND PARAGRAPH:

- Tell why you are interested in working for this employer
- Tell why you are interested in this job or type of work
- If you have had experience, point out special accomplishments
- Say what you can do for the employer without repeating the same information over and over

THIRD PARAGRAPH:

- Refer to your enclosed application form and/or resume which gives a summary of your qualifications, training and experiences

LAST PARAGRAPH:

- State your desire to discuss your skills and qualifications personally
- Indicate your flexibility as to the time and place
- Provide your phone number in the letter
- Offer assistance answering questions
- Close the letter with a statement which will encourage a response such as, "I look forward to hearing from you soon."

Sincerely,

YOUR SIGNATURE

Your Name (typewritten)

Enc.

NOTE: When answering an ad, cover all the points requested in the ad in exactly the order asked for since some employers make it a point to test the applicant's ability to follow instructions precisely.

COVER LETTER WORK SHEET

A cover letter is easy to write. The following work sheet was developed to help you get beyond being afraid to write an employer. Use the work sheet to fit your needs --change it, expand on it, or write your own.

______________________________ (Your street address)
______________________________ (Your city, state, zip code)
______________________________ (Date)

Mr. (or Ms., Dr.) ______________________ (Name of company person)
______________________________ (Job title of person)
______________________________ (Name of company)
______________________________ (Company street address)
______________________________ (City, state, zip code)

Dear Mr. (Ms., Dr., Professor) ________________:

I would like to apply for a ____________________ position with your company. I learned of the opening from ____
____.

Your company has a fine reputation (because of) ____________________
______________________________ and I would very much like to work for you.

(Insert a paragraph describing any related experience you may have here.)

Enclosed is a copy of my resume which describes my training, skills and abilities. It would be a pleasure to discuss my qualifications with you personally. If you should have any questions or would like to reach me, please call me at (   )____-__________.

I look forward to hearing from you.

Sincerely,

SIGN YOUR NAME HERE

____________________(type your name here)

Enc.

THANK YOU LETTER

A thank you letter is an impressive and courteous way to remind the employer that you are interested in a job for which you have interviewed. It can also be sent to an employer who has taken some extra time and effort to answer questions or to provide you assistance. Another point--not many people take the time to send thank you letters.

A thank you letter should be very brief. Send it out as soon as possible following your contact with the employer--same day if possible. That way your letter will probably arrive during the period when the employer is making the hiring decision. It is an excellent indicator of your motivation and is the best way to make your first follow-up contact after an interview.

Sending a thank you letter after a company has turned you down can be a good way to keep the door open to future opportunities. This is especially true if you know that the employer liked you and seriously considered hiring you.

Work sheets for writing these two different types of thank you letters follow on the next two pages.

THANK YOU LETTER TO BE SENT FOLLOWING AN INTERVIEW

Work Sheet

______________________________ (your street address)
______________________________ (Your city, state, zip code)
______________________________ (Date)

Mr. (or Ms., Dr.) ______________________ (Name of company person)
______________________________ (Title of company person)
______________________________ (Company name)
______________________________ (Company street address)
______________________________ (City, state, zip code)

Dear Mr. (Ms., Dr.) ____________________:

Thank you for the opportunity to interview for the ________________________ position with your company.

I was very impressed with the job, your staff and ________________________ (company name) and would very much like to work for you.

If you have any further questions, please call me at (   ) ________-____________.

Sincerely,

SIGN YOUR NAME HERE

______________________________ (type your name here)

THANK YOU LETTER TO BE SENT AFTER RECEIVING A REJECTION FOLLOWING AN INTERVIEW

Work Sheet

________________________________ (Your street address)
________________________________ (Your city, state, zip code)
________________________________ (Date)

________________________________ (Name of company person)
________________________________ (Title of company person)
________________________________ (Company name)
________________________________ (Company street address)
________________________________ (City, state, zip code)

Dear Mr. (Ms., Dr.) ________________________:

Thank you for letting me know the results of your final hiring decision for the ______________________ position.

As you know, I was very impressed by the job and your company. If a position should open up in the future, I would be very interested in interviewing again.

It is my hope to work for ___________________________ (Company name) someday.

Sincerely,

SIGN YOUR NAME HERE

___________________________ (your name should be typed here)

SAMPLE BUSINESS LETTER ENVELOPE

Your name
Your street address
Your city, state, zip code

POSTAGE
STAMP

Mr. (Ms., Dr.) Employer's Name
Employer's Job Title
Company Name
Company Street Address
Company's City, State, Zip Code

Use a plain business envelope of this size. An envelope matching your paper is a nice touch. The envelope should be typed and free from errors. Be certain to spell the employer's name and title correctly.

CORRESPONDENCE CHECKLIST

Check to see if your business letter fits these descriptions: (✓)

_____ brief--no more than one page

_____ correct--spelling, grammar, names, and titles

_____ addressed to the person (by correct name and title) in charge of hiring for the position you are applying for

_____ a neatly typed original copy without errors

_____ letter contains a telephone number where you can be reached or a message can be left for you

_____ envelope is neat, legible and correctly addressed

FIVE STEPS INVOLVED IN APPLYING FOR A JOB

1. Develop a list of prospective employers you will contact from all of the communities in which you would be willing to work--this is your job search plan.

2. Find out as much as you can about the employers and the jobs that may be available before you actually go talk to the employer.

3. Contact the employer, preferably in person or by mail, and provide them your resume. (A completed application and copies of letters of recommendations may also be appropriate.

4. Follow-up with another visit, a letter or telephone call a week or two after the initial contact to let the employer know you are really motivated.

5. A third or fourth follow-up contact may also be appropriate (and necessary). Use your good judgement about timing the follow-up contacts and vary your methods (mail, in-person, telephone).

HOW TO INTERVIEW

Find Out About the Company

DO: Get ready for the interview by finding out as much as you can about the company or organization with whom you will be interviewing.

Before the interview find out about: (see Fact Sheet on page 112)

- products or services provided
- when company established in the community
- types of jobs in company
- how many employees
- any information about how company treats employees, wages, benefits, shifts, policies, etc.

How? - annual reports, newspaper articles, brochures and people already employed by the company can provide good information. Check with the local library.

Find out About the Job

DO: Get ready for the interview by finding out as much as you can about the job for which you will be interviewing.

Before the interview find out about: (see Fact Sheet on page 113)

- specific job duties and responsibilities
- physical requirements
- qualifications necessary
- where the job is located
- work environment--clean/dirty, noisy/quiet, etc.
- shift (hours) and days worked
- job advancement opportunities

How? - ask the employer for a copy of the job description if one is available. If not, ask questions of the employer or secretary when you are asked to come for an interview.

Prepare for the Interview

- Make a list of your qualifications for the job for which you are applying. Prepare answers for the questions you are likely to be asked as well as for the questions you hope you will not be asked.

- Choose suitable clothes and be sure they are clean and pressed. Remember the shoes and stockings will also be noticed.

- Take along an extra copy of your resume, some paper and a pen. Take notes only if the interviewer asks you to.

- Find out exactly where and when the interview will take place. Be there at least 15 minutes before your interview is scheduled to begin.

- Try to relax, smile and enjoy yourself. After all, you are a great candidate and you are prepared.

FACT SHEET ON THE EMPLOYER/COMPANY

Name of Employer: ____________________

Contact Person: ____________________

What does the company do?

Does the company make any products? ___ yes ___ no If so, what?

Does the employer provide a service? ___ yes ___ no If so, what?

To whom?

What kinds of jobs are there within the company that I might do?

Questions I have:

Other information:

Location:

Wages/Benefits:

Hours/Shifts/Overtime:

Reputation:

Other:

Find out these facts about the employer before your interview to ensure you are well-prepared.

FACT SHEET ON THE JOB

Name of Employer: ______________________________

Contact Person: ______________________________

Interview Date: ______________ Interview Time: ______________

Interview Location: ______________________________

Title of the job: ______________________________

What are the main duties:

What and how much physical work is involved?

What is the work environment like?

What reading or writing is involved?

What are the main qualifications the employer is looking for?

How am I qualified?

How would I dress on the job?

Other information:

- Location:
- Wages/Benefits:
- Hours/Shifts/Overtime:
- Supervisor:
- Other:

Find out these facts about the job before your interview to assure a good interview.

THINK ABOUT IT

Research tells us that employers look for people who meet the following requirements in this order:

1. "Fits in" and gets along with others
2. Is dependable and honest
3. Has the skills and abilities to do the job
4. Wants the job and will stay with the company a long time.

What will you say and do to let the interviewer know you meet the requirements? Think about these issues ahead of time. Be certain to give the interviewer information that will convince him/her that:

1. You will "fit in" and get along with others:

2. You are dependable and honest:

3. You are qualified to do the job:

4. You are motivated and plan to stay with the company a long time:

COMMON REASONS EMPLOYERS GIVE FOR NOT HIRING PEOPLE THEY INTERVIEW

If any of these sound like you, you probably need to make some changes in your life.

- Appears to have trouble getting along with others.
- Poor grooming and personal appearance.
- Lack of confidence--poor posture, shy.
- Cannot speak clearly and express self well.
- Lack of job goals and future plans.
- Immature, conceited or ill-mannered behavior.
- Speaks negatively of former work, school or other persons.
- Fails to make good eye contact.
- Limp handshake.
- Appears lazy or low on energy.
- Talks about personal problems.
- Shows no interest in company or job.
- Seems to want job only for a short time.
- Undecided--parents or spouse makes decisions.
- Unable to take criticism.
- Sarcastic or defensive responses.
- Boastful or "know it all" attitude.
- Overaggressive or high-pressure type.
- Makes excuses or lies about unfavorable factors in record.
- Seems unprepared for interview--late, cannot answer questions.
- Asks no questions about the job.
- Poor work history--"job hopper."
- Low moral standards.
- Radical ideas--politics, religion, dress, life-style.
- Seems overly concerned about salary and benefits.

In the Interview...

DO

- Arrive 15 minutes early for the interview to show how organized, prepared and dependable you are.

- Greet everyone including the receptionist in a courteous, friendly way.

- Smile and show a positive attitude--act enthusiastic.

- Greet the interviewer by name. Look the interviewer straight in the eye, offer your hand in a firm handshake and introduce yourself.

- Wait for the interviewer to ask you to be seated.

- Speak clearly and loudly enough to easily be heard.

- Relax if you can--remember, the interviewer may be as nervous as you are.

- Sell yourself for the good candidate you are!

- When the interview is over, thank the interviewer for his/her time, smile and shake hands and depart in a positive manner.

- Send a thank you letter reiterating your interest in the job and the company after your interview.

In the Interview...

DO NOT

- Chew gum.
- Smoke--even if the interviewer does.
- Put anything on the interviewer's desk--no elbows, purses, notebooks.
- Play nervously with your keys, rings, pen or tie.
- Swear or use slang.
- Slouch or look tired.
- "Tap" your fingers on the desk or table top.
- Mumble or speak too softly.
- Avoid looking the interviewer in the eye.
- Look too scared or too serious.
- Argue, act defensive, or secretive.
- Talk too much or too little.
- Wear a hat or dark glasses.
- Talk about personal problems.
- Talk negatively about past school, job or supervisor experiences.

COMMON QUESTIONS ASKED DURING THE INTERVIEW

Spend a few minutes going through this list of common questions asked during the interview. Jot down a few notes to remind you of your answer for discussion later.

1. Why should I hire you?

2. What can you tell me about this job?

3. Why do you think you might like this particular job?

4. Why would you like to work for this company?

5. What kind of person are you? Tell me about yourself.

6. What are your main strengths (skills, abilities, personality characteristics)?

7. What do you consider to be your main weaknesses?

8. Describe a time when you had problems getting along with a supervisor, teacher or co-worker. What happened?

9. What would you like to be doing five years from now?

10. Tell me about your last job and some things you liked and disliked:

11. How long would you stay with the company if this job were offered you?

Common Questions (continued)

12. How do you work under pressure?

13. Please tell me about any work gaps in your employment history. What were you doing?

14. Do you have any physical or mental limitations that would affect the way you can do this job?

15. Have you ever been fired or asked to leave a job?

16. Have you ever been in trouble with the law?

17. What can you offer us that other applicants cannot?

18. You don't seem to have stayed with any job for very long. If we hired you, how long would you stay with us?

19. What are your salary expectations?

20. When would you be available to start work?

21. Would you be willing to work overtime and weekends?

22. Do you have any questions about the job?

MORE INTERVIEW QUESTIONS FOR YOU TO THINK ABOUT

- What career goals have you set for yourself for the next ten years?
- How do you plan to achieve your goals?
- What do you really want to do in life?
- What one accomplishment in life has given you the most satisfaction?
- What have you learned from your mistakes?
- What ways will you make a contribution to our organization?
- How would a friend describe you?
- What are your most obvious work habits?
- Why did you choose this occupation?
- What ways would you change this organization?
- Where else would you like to work?
- What motivates you most?
- What situations irritate you?
- What is one significant problem you have overcome and how did you do it?
- What is your chief ambition?
- How much responsibility do you like?
- Do you like to supervise or be supervised?

SOME QUESTIONS YOU CAN ASK AN EMPLOYER

NOTE: Never ask about salary or benefits until the interviewer brings the subject up or until you are offered the job.

- Are there any other special duties in this job?

- What are the hours?

- Is there much or any weekend or overtime work?

- What clothes should I wear on the job if it were offered me?

- Would I be working with other people?

- Would I be closely supervised?

- What is the most important part of this job?

- Does this appear to be a stable, long-term position? (never ask if the company is stable)

- Are there chances for career growth with this company?

At the close of the interview...

If the interviewer asks if you have any questions, and you feel that you do not, simply state, "Thank you. I don't believe I have any questions. You covered them all during the interview.

A PRIMER ON ANSWERING QUESTIONS IN AN INTERVIEW

The following is a list of some typical interview questions with suggestions for responding in a positive manner. It is suggested that you cite specific examples from past work experiences when you answer questions to provide the employer with a very real idea of your capabilities. These suggestions are meant to be general guidelines. In fact, you should allow your own personality to show--your smile and your unique qualities will be your most effective selling tools.

Q: Tell me about yourself.

A: Tell the employer about your skills and interests--especially ones relating to the position for which you are applying. Indicate positive personality characteristics, such as being dependable, honest, and able to get along well with others. Most importantly, cite examples from your past to back up what you say. If you do tell the interviewer personal things about yourself, be certain that it is nothing for which you could be discriminated against such as age, marital status, political, or religious affiliations.

Q: Why do you want to work here?

A: Mention positive things you might have learned about the company, its products or services, and its personnel. This is an excellent time to show the interviewer that you have done your homework about the company and the job, and that you are highly enthusiastic about working there. Be certain to let the interviewer know you can do the job and that you would fit in well.

Q: Why do you think I should hire you?

A: Clearly and specifically point out your related skills and experiences. Tell the employer about successes in past jobs and describe yourself as hardworking and dependable. State your interest in working for that employer and let the interviewer know that you are informed about the company and the position. Also mention education, training, and any hobbies or community activities that would be in any way related to the position or the skills necessary to do the work.

Q: Why did you leave your last job?

A: It is best to be truthful in most cases. Keep your answer brief and positive. If you had problems with co-workers, be certain not to blame others. Take responsibility for your part in the problem, state what you learned and why it would be different today. Remember, the interviewer is likely to identify more with your former employer than you during the interview so watch what you say about past employers, supervisors, and company policies.

Q: How is your health?

A: Be honest when discussing physical problems and health. State things in the most positive manner and be certain to emphasize your capabilities and the reasons why you could do the job. If you were injured and have reached your point of maximum healing, tell the interviewer that your physician has given you approval to return to work (make sure he has!). State your specific limitations and what can be done to accommodate them. If you have been through physical therapy or routinely exercise, tell the employer these things. If you know you can do the job, you can usually convince the employer though you may also need to "educate" him some about your specific problem.

Q: How would your past supervisor describe you?

A: If it is true, talk about yourself as your best friend would. The interview is no time for modesty. State positive traits and give specific examples to back up what you say. For example, you could say, "I was very dependable. In my last job I missed only two days of work in three years. I was never late and was always willing to work overtime."

Q: What is your biggest strength?

A: Be prepared to answer this one--it is a favorite! Don't be afraid to say good things about yourself; if you don't, no one else will. Describe positive past experiences as examples to things you say about being dependable, honest, hardworking, creative, or whatever else you claim. These examples will stand out in the interviewer's mind much beyond the general responses that most interviewees provide. For example, you might state, "I am very quick to learn new things. In my last job my supervisor had me learn all the tasks in our department and had me train new staff as well."

Q: **What is your biggest weakness?**

A: This one can be difficult. Employers don't really expect you to confess your true faults and weaknesses, though they will never stop you from doing so. The trick to this response is that you should state something that would actually be perceived by the employer as a strength! For example, "My weakness is probably that I am somewhat of a perfectionist in my work. I find that it is hard for me to stop working on a project until it is nearly perfect. However, I have learned that I cannot let perfection get in the way of getting the job done on schedule."

Q: **What would you like to be doing in five years?**

A: The employer wants to know if you plan to stay with the company. The interviewer is also checking out your maturity and whether or not you are a person who likes to continue to grow and learn. Avoid mentioning that you would like to be the "Manager" or "supervisor" unless you are positive that would be the career path the company would have you follow. Remember, too, you are probably being interviewed by that supervisor and he may see you as a personal threat to his own job security. Be a bit more general in your approach assuring the interviewer that you would like to be with that company in five years, growing professionally and contributing to the organization.

Q: **What are your salary expectations?**

A: First of all, never introduce the topic of salary or benefits into the initial interview. Wait for the employer to bring up the issue unless you are offered the job and the salary hasn't yet been addressed. It usually is wise to approach the question of salary expectations by stating that you can be "flexible" or "negotiable." Then try asking the employer what he typically offers someone with your qualifications for that type of position. Hopefully, the employer will respond with an idea of the salary range the company has determined is fair. If he will not offer you any information and insists that you state your expectations first, tell him what you feel would be fair. Of course, this means that you should have done your homework ahead of time and learned as much as you could about the company's reputation salary-wise. Be sure to also take into consideration the monetary worth of the employer's benefit package when you make your decision to accept or turn down an employment offer. After you have been offered a position, and before you have accepted, you probably have the most negotiating power you are likely to have for quite some time. The employer has decided that he wants to hire you and he will likely be more flexible and open to your point of view. Be careful though--money is usually a sensitive topic with employers. Being too pompous or lacking tack could have a long-term damaging effect on your reputation and get you started on the wrong foot with your new employer.

Q: Have you ever been fired or asked to leave a job?

A: If you have been fired or asked to leave a job and this information is likely to be uncovered during reference checks with former employers, be certain that it is you who tells the interviewer. Be as positive as possible and don't blame the former employer. You could say something like, "Unfortunately I did have a problem with my last supervisor. It did result in my leaving the job. However, I learned a lot from that experience about the importance of communication and I don't think it would happen again." Employers appreciate honesty and a positive attitude. Do tell the truth, but don't dig back into insignificant and negative things from your past to "confess all."

Q: When would you be willing to start work?

A: In most cases, the sooner you can start, the better for the employer. If you are presently working and need to give a fair notice of termination to your current employer, most employers can make arrangements to give you that time. However, if you are unemployed, it could make a negative impression to ask for two weeks to "get ready" or "make child care arrangements" before you start work. Remember, you want to make a good initial impression with your new employer--one that shows you will be hardworking, motivated and cooperative.

Q: Do you have any questions you would like to ask?

A: It is usually a good idea to ask one or two relevant questions of the interviewer. Asking, "What do you consider to be the most important aspect of this position?" or "Would I be working closely with other staff?" shows a real interest in the position. Avoid asking trivial questions just for the sake of saying something. Never, never put the interviewer on the spot by saying, "When do I start?" This type of question is usually seen as pushy and tactless and can be very uncomfortable for everyone involved. Rather, ask something like, "By when do you expect to make your hiring decision?" Incidentally, most interviewers say they prefer an applicant who asks five to six questions during the interview as a natural course of the conversation. Remember, an interview should be a dialogue--two people sharing thoughts and ideas--rather than an interrogation. The interviewer will want to hire someone with whom he feels comfortable--someone who will "fit in" with the staff. That someone can be you!

A WORD ABOUT POSSIBLE EMPLOYMENT DISABILITIES

Most of us have some kind of disability. It may be physical such as a weak back or a missing arm. A disability can be in the area of learning such as problems reading or writing--or just requiring more time to "catch on" to a new idea. Some of us have a difficult time with emotions or moods that get in the way of working under pressure or getting along with others.

If you feel that you may be a person with any kind of disability, it is important to consider whether it may be something that could get in the way or interfere on the job. If it might, then it might be a good idea to talk it over with an employer during the interview so they are not taken by surprise once you actually start working.

If you do decide to discuss an issue with an employer, remember not to dwell on limitations. Instead, focus on your capabilities and accomplishments. If your disability is physical, such as a missing arm or leg, talking openly and comfortably about it can help to put the employer at ease. Most employers will probably not ask you questions about your disability openly, but they will usually wonder about it privately. You should respond to these concerns even if questions are not asked. Talking about a disability can educate an employer about the facts involved--and avoid leaving them with mistaken or false impressions or ideas. Employers report that they respect applicants who are honest during the interview and tend to see these applicants as trustworthy in later situations.

Telling an employer that you may have trouble with a certain situation before it occurs can save them a lot of time, mistakes and even money later. If you can indicate an accommodation that can be made to help you do the job more safely and productively that, too, can be a big help to the employer. For example someone with a leg disability may not be able to stand for long periods of time, but with a stool they might be able to satisfactorily do a job that typically requires employees to stand.

Whenever you talk about a disability or problem, keep it brief. Briefly state the problem and what you have learned from it, say what can specifically be done to lessen or prevent future problems, and stress your capabilities. Remember, if you honestly believe you can do the job, you will probably be able to convince the employer to give you a chance.

Let's look at some ways to explain possible employment disabilities or problem areas.

Tips on Explaining Possible Employment Disabilities

Possible Employment Disability	What Can You Say	When To Say It
Alcoholism/ Chemical Dependency	- When it was a problem - What you learned from the problem - How long sobriety - Stress new goals and capabilities	- Possibly in interview, especially if it might come out in work history or reference checks
Depression/ Emotion Problems	- When it was a problem - That it is under control - What you have learned to avoid it happening again--coping skills - Stress new goals and capabilities	- Unless this is likely to come out in work history or reference checks you may wish to avoid mentioning a one-time occurrence - If this is an ongoing problem for you, it should be mentioned during interview
Felony Conviction	- When it occurred and possibly why - What happened - What you learned from your mistake - Show regret/remorse - Stress new goals and capabilities	- Possibly in interview, especially if you are asked or if it might come out in work history or reference checks, you are required to answer honestly
Learning Problems	- What learning problems you have - How you have learned to work around these problems - Special efforts you've made to improve skills - Stress goals and capabilities	- In interview especially if it might be obvious or your job might require you to do something that would be difficult for you
Physical Restrictions	- What the physical problem is--educate the employer - What specific limitations are--stress that you would not exceed them - Ways you have learned to adapt physically - Adaptations that could be made on the job to enable you to do the work - Capabilities and goals	- In the interview even if the employer does not bring up the subject--educate and put them at ease with your comfort dealing openly with the issue
Poor Work Record	- Explain why poor record of employment--take responsibility for it - Do not blame others--especially former employers - State what you have learned and why you would stay with their company - Stress your stability and capability	- In the interview as it will be obvious from your work history - Possibly could be briefly brought up in cover letter accompanying job application and/or resume

THINKING ABOUT EMPLOYMENT DISABILITIES

If you think you have an employment disability, complete this worksheet before interviewing. This will prepare you to talk about it in a comfortable positive manner. After you have completed this sheet, use a tape recorder to practice talking about the disability. Keep practicing until you are convinced that during an interview you could handle the disability issue in a positive, straightforward manner.

A possible employment disability or limitation of mine is: ______________________

____

Will I need to discuss with employer? ____ yes ____ no ____ uncertain

If I discuss with the employer, I will say:

When and why occurred:

Specific limitations:

What I Learned from it:

What can be done to lessen or prevent future problems:

How much might it interfere with the way I can do this job:

MY CAPABILITIES: (most important of all!)

DRESS AND GROOMING - THE FINISHING TOUCHES

**Remember You Have Only One Chance To Make A First Impression,
So Make It A Good One!**

Dress and grooming may be the most important element in successfully landing a job. First impressions count. A poor personal appearance is a major factor leading to employment rejection.

It is commonly said that within the first 30 seconds to three minutes an employer decides whether to seriously consider you for a job. Employers tell us that most of this decision is based on your personal appearance and the first impression you make. Most importantly you should look neat and clean. Clothes must be pressed and in good repair. Hair, hands, and fingernails must be clean.

You should dress to project the impression you want the employer to receive. If you dress carelessly for an interview, an employer may think you are careless about other things too. The employer may also think you do not really want the job, that you may require close supervision or lack ability; or generally speaking, think that you may not be a good prospective employee.

Many people think that your personal appearance reflects the way you feel about yourself. Also, if you look good, chances are you are going to feel good and succeed in making that good first impression.

In a major survey of employers (done by the Wisconsin Department of Industry, Labor and Human Relations):

- 95% of employers said a job seeker's personal appearance affected the employer's opinion of that applicant's suitability for the job
- 91% said they believed dress and grooming reflected the applicant's attitude towards the company
- 61% said dress and grooming had an effect on subsequent promotions as well

DRESSING RIGHT FOR THE INTERVIEW

How do you know what is right to wear to an interview? There are different ways to dress for different kinds of jobs. For example, an employer may not want to hire someone to work in a factory or warehouse who comes to the interview "too dressed up." However, if you are going to interview for an office job where everyone dresses up, you don't want the employer to think that you are dressed too casually.

The best rule to go by is:

> **Dress much the same as the company employees who work in that job do--but just a little bit better for the interview.**

After all, the interview is a special occasion, and you want to make a very good impression. Following this rule will give the employer the impression that you will "fit in."

If you can, set aside your interview clothes just for interviewing. If you don't wear these outfits at other times, the clothes will stay clean and fresh looking and you will feel "special" when you are wearing them. It is a good idea to have more than one outfit for interviewing, if possible, so you will not have to worry in case of a last minute spill or rip. In addition, if you are interviewed more than once by the same employer, you may not want to wear the same outfit each time.

Finally, dress conservatively. Women usually find they are better received when they are wearing skirts and blouses or dresses rather than slacks or pantsuits--yes, even in this day and age! Men should avoid past fads such as leisure suits, western wear, and loud plaids. Both women and men should avoid present dress fads. More classic clothes providing long-term wearability should be purchased and worn.

If you are applying for a job as a welder or another position that could damage or soil the clothing you wear to the interview if you are asked to demonstrate your skills, it would be wise to carry coveralls or an extra set of "work clothes" in your car. That way, if the interviewer asks you for a demonstration on the spot, you can change into the appropriate clothing and not damage your better clothes. This would also give the employer the impression that you are a well prepared and serious applicant.

Finally, your clothes should be clean and in good repair without tears, missing buttons, or soiled spots. Your shoes or boots should go well with your outfit, be polished, and not look run-down or worn out.

Last, but not least, stand and sit straight and tall--poor posture makes you look as though you don't feel good about yourself. The best wardrobe in the world can't hide a lack of confidence or low energy and enthusiasm.

A NOTE ON COLORS AND INTERVIEWING

There is a lot said about colors and dress these days. Different color experts tell us that certain colors may be more flattering to us than others. Exploring this area may be a fun thing for you to do on your own, and there are color consultants who can actually assist you with this for a fee. There are also a number of books on the market which can help you learn more about this area.

Generally speaking, you should stay with conservative colors that you know you look good in--ask a friend if you are not sure. Some good possibilities include blue, gray or rich shades of brown or tan. Harmony in color combinations is another conservative rule that is probably good to follow.

Some colors you may wish to avoid for interviewing are:

PINK - May be seen as too feminine and not serious enough
BLACK - May be seen as too somber or serious
RED
ORANGE
BRIGHT YELLOW } - May be seen as too wild or flamboyant
BRIGHT GREEN

INTERVIEW OUTFIT CHECKLIST

Name: ______________________________

Job I will be interviewing for: ______________________________

Check (✓) the clothes that you think would be right to wear to an interview for the position indicated above. Also, indicate the color.

Men

What color?

_____ dress pants
_____ dress shirt
_____ tie
_____ dress shoes
_____ dark socks
_____ sport coat
_____ vest
_____ sweater
_____ man's suit
_____ casual pants
_____ casual shirt
_____ leather boots
_____ tennis shoes
_____ white socks
_____ blue jeans
_____ dress coat
_____ casual jacket
_____ briefcase
_____ hat

Women

What color?

_____ dress
_____ woman's suit
_____ skirt
_____ blouse
_____ sweater
_____ nylon stockings
_____ high heeled shoes
_____ low heeled shoes
_____ boots
_____ pantsuit
_____ slacks
_____ tennis shoes
_____ jewelry
_____ purse
_____ dress coat
_____ casual jacket
_____ briefcase
_____ hat
_____ gloves

Complete a separate checklist for each of the three positions you will be applying for.

FINISHING TOUCHES CHECKLIST

Check (✓) this list before you go to a job interview.

___ clothing style is right for the job interviewing for

___ clothes fit well--not too tight or too big

___ clothes are neat, clean and pressed

___ no missing buttons, tears or broken zippers

___ shoe style and color goes well with clothes

___ shoes are polished

___ jewelry is appropriate--not too much

___ pants or skirts are right length--not too short or too long

___ no holes or runs in stockings

___ have handkerchief or tissue with me

___ (women) purse looks neat and well-organized

Employers report that the following clothing styles are not acceptable for interviews:

- blue jeans or overalls
- open-necked shirts
- low necklines
- "no bra look" or see-through blouses
- "sexy dress"--unless you are applying to be a cocktail waitress or entertainer
- "muscle shirts"/sleeveless men's shirts
- black leather jackets
- miniskirts or long skirts
- bright or loud colors or patterns such as plaids, checks, stripes and polka dots
- too much jewelry
- unusual neckties
- white tie on dark shirt
- tennis shoes, cowboy boots, sandals, or no shoes

GROOMING AND CLEANLINESS

No matter what type of job you are interviewing for--BE NEAT AND CLEAN.

- Fingernails should be clean and properly cut. Women should be sure that any fingernail polish looks fresh and not chipped.
- Hair should be shiny clean, neat and nicely cut and styled.
- Men should be clean shaven or have short, neatly trimmed mustache and beard.
- Women should wear fresh and conservatively applied make up.
- Teeth should be brushed and breath fresh.
- Face, neck, hands and arms should be clean.
- Bathe or shower and use deodorant just before the interview.
- Perfume or after-shave lotion should flatter you and be very lightly applied.

GROOMING CHECKLIST

Check (✓) this list before you go to each job interview.

BODY

___ took bath or shower
___ used deodorant
___ not too much perfume or after-shave

FACE

___ clean neck, face and ears
___ (men) clean shaven or short, neatly trimmed beard and mustache
___ (women) neat make up and not too heavy
___ brushed teeth
___ used mouth wash or breath mint

HAIR

___ clean, neat and combed
___ nicely cut and styled
___ if tinted or dyed hair, should not need retouching

HANDS

___ fingernails clean and properly trimmed
___ if hands get "sweaty," apply deodorant to the palms to keep dry
___ polished nails should be conservative color and unchipped

BODY LANGUAGE - IT'S WHAT YOU DON'T SAY

Communication experts tell us that about 70% of what we communicate is done nonverbally. Each of us has our own habits and body language patterns. It really is difficult to know if another individual's non-verbal language is the same as our own. However, there are some common perceptions given by different posturing. In order to better understand the way you are coming across to others, as well as to better understand ourselves, it is helpful to have some basic understanding of the more typical non-verbal messages we give. See if the following body language cues apply to you!

HONESTY	Hands to chest, hands spread palms out
ACCEPTANCE	Nodding head, touching, moving closer
SELF-CONTROL	Clenched hands, locked ankles, holding arm rests, holding arms behind back
NERVOUS	Fidgeting, clearing throat or voice pitch change, smoking, biting nails, shaking, perspiration, blinking, fiddling
CONFIDENCE	Erect posture, frequent eye contact, steepling hands, chin forward, deeper voice tone, smile
DOMINANCE	Standing or sitting on a higher level, feet on desk, leaning back in chair with hands behind head, arm around another's shoulders, placing personal possessions on another's desk, chair, etc.
ON THE SPOT	Wringing hands, blushing
FRUSTRATED	Kicking, rubbing back of neck, short breaths, slapping head, hitting
READINESS	Standing with hands on hips, open coat, sitting on edge of chair
INTEREST	Leaning forward in chair, head tilted, hand supporting head, hand to cheek
DOUBT	Rubbing nose, rubbing eye, narrowing eyes, squirming, looking over glasses
OPENNESS	Open hands, open coat, uncrossing legs
DEFENSIVENESS	Arms folded over chest, fist clenched
BOREDOM/IMPATIENT	Tapping toe or fingers, head in hand, drooping eyes, sighs, doodling, blank stare, foot shaking, fiddling
SEEKING REASSURANCE	Clenched hands, chewing on pencil, biting nails

FIRST IMPRESSIONS

It is said that we make our "first impression" with new acquaintances within the first 30 seconds to 3 minutes. It can be very helpful to understand how other people see you when you first meet.

Check (✓) every word from the following list which you believe describes you:

____ Thoughtful
____ Funny
____ Polite
____ Calm
____ Happy
____ Outgoing
____ Impulsive
____ Friendly
____ Professional
____ Hardworking
____ Motivated
____ Laid Back
____ Modest
____ Honest
____ Quick to Answer
____ Stylist
____ Down-to-earth
____ Organized
____ Mature

____ Conservative
____ Serious
____ Impatient
____ Nervous
____ Angry
____ Shy
____ Cautious
____ Reserved
____ Casual
____ Lazy
____ Uninterested
____ Energetic
____ Confident
____ Smooth Talking
____ Slow to answer
____ Candid
____ Aloof
____ Disorganized
____ Youthful

Now circle the three words you believe best describes the first impression you make with a stranger.

If you want to be sure you are correct about your first impression, ask a friend or new acquaintance to tell you how they perceived you during your first meeting.

ANOTHER APPROACH...THE INFORMATIONAL INTERVIEW

The best way to find out about a job or career area in which you are interested is to talk to the people who actually are doing the job--or even better, to the person who hires those people. This method of employer contact, called the "information interview," can also be a very effective job seeking method.

To arrange for an information interview call the Personnel Department of a company and ask to talk with the person who hires workers in the area of your interest. Ask if you can set up an appointment to come in and talk with him or her for about 15 minutes at their convenience. Explain that you are thinking about going into that type of work someday and would like to know more about the work as well as what kind of training, experience, and personality characteristics the employer looks for.

Remember, you are seeking information and not interviewing for a job. You will be asking the questions of the employer, so you should be prepared. You should dress appropriately and act somewhat businesslike as you will want to leave a positive impression with the employer. Be courteous and sensitive to the cues of the employer.

Do not take up too much of the employer's time since they are doing you a favor by agreeing to talk with you. Most employers do not mind this type of request and most feel flattered to have their advice sought.

When you have finished with your list of questions for the employer, thank him or her for the time. Do not offer a copy of your resume. If the employer requests it, return with it at a later time. You do not want the employer to feel "tricked" into a job interview.

Sometimes you may find out that you are already qualified for the job about which you are inquiring. An employer may request your resume or suggest that you apply for a specific job. Employers sometimes suggest further contacts and may even give you permission to use their name. These happenings would be extra benefits to your main goal of seeking "information" although some experts have speculated that doing informational interviewing actually more than doubles your job seeking success.

Always be courteous and try to make a good impression. You never know when you may again encounter that employer as you are applying for jobs or even once you are working on a job. Finally, be certain to send the employer a brief letter thanking him or her for taking the time to talk with you.

THE INFORMATIONAL INTERVIEW ASSIGNMENT

Make an appointment and go out and actually do an Informational Interview with an employer who hires in a career area in which you are interested. Try to meet with the manager or supervisor of the career area in which you have an interest. These are the people who are the first to know when a new hire will be made. (Use the Informational Interviewing Help Sheet from pages 142-143). Report your results and share information with your instructor and your classmates.

WHO DID YOU INTERVIEW?

WHAT DID YOU LEARN?

WAS IT A GOOD EXPERIENCE? WHY?

WOULD YOU DO ANYTHING DIFFERENTLY NEXT TIME?

INFORMATIONAL INTERVIEW HELP SHEET

Name of the job I interviewed about: ____________________
Company or Agency interviewed: ____________________
Name of the person interviewed: ____________________
Job title of the person interviewed: ____________________
Date of interview: ____________________

What is a Typical Day Like?

The job duties are:

What do you like most about this work?

What do you like least about this work?

JOB CONDITIONS: Check (✓) those that apply

____ indoors
____ outdoors
____ clean environment
____ dirty environment

____ work mostly alone
____ work with people
____ closely supervised
____ some supervision
____ no supervision

____ full-time
____ part-time
____ permanent
____ temporary

HOURS: (✓)

Shift: ___ days ___ afternoons ___ nights ___ overtime ___ weekend work

PAY: (✓) (If the employer seems willing to discuss)

Starting salary $______ per hour
Highest salary $______ per hour

BENEFITS (✓)

___ paid vacation
___ paid sick leave
___ insurance

What clothes does a worker need? ____________________

REQUIREMENTS:

____ high school diploma or GED
____ vocational school training in:
____
____ apprenticeship in: __________
____ college education in: __________
____ other: ____________________

Experience and skills needed:

Information Interview (continued)

Personality traits important to this job:

PHYSICAL REQUIREMENTS OF THE JOB: (✓)

_____ occasional heavy lifting up to ____________ pounds
_____ frequent heavy lifting up to ____________ pounds
_____ climbing
_____ bending and stooping
_____ pushing and pulling
_____ long periods of standing
_____ long periods of sitting
_____ work in high heat conditions
_____ work in cold conditions

JOB FUTURE: (✓)

_____ probably more jobs in future
_____ probably same number jobs in future
_____ fewer jobs in future
_____ no future seen in this area
_____ lots of qualified applicants
_____ few qualified applicants

_____ good job advancement opportunities in this area
_____ poor job advancement opportunities in this area

What other jobs can a worker do after this job?

What kinds of companies hire people who do this type of work?

Other comments:

THANK THE EMPLOYER FOR HIS OR HER TIME

(For you to answer after the interview)

Am I interested in this job area? __ yes __ no __ maybe

Can I do this job now--am I qualified? __ yes __ no __ not sure

If not, how can I prepare to do this kind of work if I so desire?

FINALLY...ADVICE FROM AN EMPLOYER ABOUT INTERVIEWING

- Each of us is unique--be proud of your uniqueness
- Be enthusiastic, positive, and prepared for the interview
- Don't look for sympathy; you are not a charity case
- Non-verbal communication is important; especially your walk, eye contact, hand shake and posture
- Be honest -- it will be refreshing and rewarding in most cases
- Leave your mom, dad or friends at home
- Be on time for appointments--a little early is good, but never late
- Accept coffee if offered as your gesture has a message
- Know about the company with whom you are interviewing
- Leave your personal problems at home
- Talk about your commitment to the job and the company
- Know the difference between job, work, and career--the employer does
- Dress appropriately
- Be clean and don't bite fingernails
- Ask if you can phone with questions in the future
- Send a thank you letter after the interview--it is seldom done
- Don't give up--there is a job out there for you

DEALING WITH REJECTION

When we are job seeking, rejection is usually a fact of life! Most of us receive more rejections--"turn downs"--in our job search than job offers. It takes most people at least 44 job applications before we get a job interview. It may then take 10 interviews to come up with that job offer!

It takes most people about three months to one year of very hard job seeking to find the right job. This means applying with and talking to about ten employers each week! For some people it may take longer to find that right job. Of course, some people are successful--and lucky--sooner. The point is, job seeking is usually hard work.

Being turned down for a job can hurt--especially if you really wanted the job. If you do not take care of yourself, it is possible to become too depressed or scared to look for work any longer--or to feel that there is no hope for success. Let's face it, during periods of unemployment, our self-esteem is usually pretty fragile.

It is okay to feel sad or even angry about being turned down by an employer. However, you should never let the employer know you feel angry because another chance with the same company may come up later. You may come to recognize stages you go through following rejection. These stages might include denial, anger, sadness, and depression. Allow yourself to experience these feelings, but don't let them take over. You must somehow re-motivate yourself to get back out there to job seek.

Periods of unemployment can be very stressful to close relationships between you, family and friends. No one else will know how hard you are working to find a job--or how much it hurts to be turned down. No one else will reward you for your efforts--so you must reward yourself. This may sound silly, but rewarding yourself can make you feel a lot better and will help you to get back out and looking for a job again.

Some possible ways to reward yourself might be:

- an ice cream sundae
- eating out
- a walk in the woods
- a new item of clothing
- a new record or tape
- a fishing trip
- a bubble bath

Think of three rewards you can give yourself for your job seeking efforts:

1. ____
2. ____
3. ____

Remember, it is only a matter of time and hard work before the "right job" for you will come along.

THE STAGES OF JOB LOSS

There are stages of adjustment to job loss. Some of these stages can be positive while others are destructive to one's self and close personal relationships. See if you can decide which stages you have experienced.

STAGE ONE - "ALL'S WELL THAT ENDS WELL"

- May feel some resentment toward former employer
- There may be an understanding of why the job loss occurred
- Feel as though you are "between jobs" and don't feel "unemployed"
- Confidence is high and you believe that you will find work
- It is enjoyable spending time with the family, sleeping in, pursuing hobbies
- Family relationships are not changing much
- Job searching may be done in a casual manner

STAGE TWO - "TIME TO GET TO WORK"

- Feel rested, may be bored with unemployment
- Begin to call on friends, relatives, and job contacts
- May begin calling on employers
- Watch the newspaper ads daily
- Feel optimistic about finding work and are easily encouraged by employers
- May avoid being with other unemployed people
- Spouse may become emotionally invested in your job search
- Family and friends are encouraging and supportive
- All-out effort to find work

STAGE THREE - "MAYBE I'LL NEVER FIND WORK"

- Have been unemployed longer than ever before
- Can't understand why your job search efforts haven't worked
- Feeling vulnerable and afraid of further rejection
- You experience "up and down" moody behavior
- Feeling very self-critical and self-blaming
- Feeling very angry, sometimes even violent
- Think that you are a burden to your family
- May feel depressed and even suicidal
- There may be a sense of panic and despair
- Consider career change and retraining
- Relationships with family members deteriorate
- Family and friends see you as "unemployed"
- Search for work is sporadic, less than half-time

STAGE FOUR - "WHAT'S THE USE? I DON'T CARE"

- Search for work infrequently to protect self-esteem
- No personal contact with potential employer in 60 days
- Expectation is that you will only be turned down - "nothing out there"
- Will not seek a position unless it fits skills, experience exactly
- Feeling pessimistic, powerless and apathetic
- Moods and relationships with others more stable; restricted to few close friends
- Family relationships improve - roles may be shifted
- Have become accustomed to living on a lower income
- May give up and never be gainfully employed again

Obviously if you find yourself in the last two stages, it is imperative that you seek support from outside sources such as counselors or service programs to bring yourself back into Stage Two. Although some people are able to remotivate themselves, it is difficult to do because of the closeness to the situation. Likewise, it is not fair to expect those persons closest to us to carry the burden for us. They are probably wrestling with their own fears and feelings about the unemployment situation and are also too close to the issue.

Psychologists tell us that most people find unemployment to be an emotional trauma and express the following feelings about it:

lower self-esteem
fear
frustration
anger
anxiety
uncertainty
helplessness
self-pity
defeat
guilt

Sometimes people who are unemployed have difficulty dealing with the feelings and experiences of being unemployed. Consequently, we might find ourselves responding to things in unusual and even unhealthy ways. The following is a list of adjustment reactions we sometimes develop in order to cope. Have you ever experienced any of these behaviors?

- directing high energy to chores and tasks we otherwise would not spend time on
- translating emotions into physical ailments
- acting out through rigid, persistent behavior; even if harmful
- giving up - resignation to failure
- ignoring difficulties and problems
- repressing feeling and stating the opposite
- blaming others, especially those closest to us
- making excuses and not take responsibility for our role in problems
- acting angry or abusive to others
- being delusional - not dealing with reality
- alcohol and/or drug abuse

Periods of unemployment can obviously be very difficult times. All we can do is learn from the experience and try again. Sometimes it helps to recognize why we might be reacting in a specific way. Once we understand the reaction, we can act to change what needs to be changed. There will be another job out there - perhaps a much better job than the last one.

(Author Unknown)

UNIT 5

GETTING A JOB AND KEEPING IT

PROBLEM SOLVING

Whenever we make a change in our lives, we can run into problems. It is important to think about these things ahead of time and come up with some ways to solve these possible problems before they happen.

Let's look at some problem possibilities and think about ways to handle them. Be as honest as you can.

Need Area	Check if Possible Problem	Possible Solutions
TRANSPORTATION - GOING PLACES -I don't have a driver's license		
-I don't have a car in good condition		
-I depend on buses or taxis for transportation and there aren't any where I might be working		
-I don't have enough gas money to do a job search		
-I am afraid of going to new places		
HOUSING -I have no place to live where I might be working		
-I have no way of paying for moving and housing costs if I must move		
-I don't have the shopping, cooking and cleaning skills to live alone		
-I don't want to move from my present home		
-I would like to move if I get a job, but members of my family are against it		
FRIENDS AND FREE TIME -I worry that I might be too far from family and friends		
-I don't like to be alone		
-I am shy and uncomfortable around new people		
-I don't know how to spend my free time--I get bored or lonely		
CLOTHING AND APPEARANCE -I don't have the appropriate clothing for job seeking or working		
-I don't know what is appropriate to wear for job seeking		
-I don't like my appearance		

Need Area	Check if Possible Problem	Possible Solutions
HEALTH AND MEDICAL CARE		
-I'm not sure my health is good enough to live away from family		
-I wouldn't know what to do in an emergency		
-I worry about finding and paying for doctors and dentists		
-I don't know how to plan for healthy eating		
MANAGING MONEY		
-I don't have the money to begin a new job or move to a new home		
-I have trouble keeping track of the money I spend		
-I have trouble paying my bills on time		
-I don't use a budget to plan my spending		
-I worry about money a lot		
KEEPING A JOB		
-I often oversleep or am late getting places		
-I have a hard time getting along with certain types of people		
-I get bored easily		
-I get angry easily		
-I don't like it when people tell me I'm not doing my work right		
OTHER AREAS		
-I need help getting along with my family or marriage partner		
-I need help with legal problems		
-I need day-care for my child		

For future reference...

HELP RESOURCE LIST

Ask your instructor to help you fill in the following chart.

Resource	Address	Contact Person	Phone Number
JOB SERVICE -provide help finding a job			
COUNTY HUMAN SERVICES -provide emergency help with food, clothing, housing			
DIVISION OF VOCATIONAL REHABILITATION -provide help to persons with disabilities			
LEGAL ASSISTANCE -help when you need legal advice			
TAX ASSISTANCE PROGRAM -help with your tax forms			
OTHER JOB ASSISTANCE PROGRAMS: 1) 2) 3)			
DOCTOR -call when sick			
HOSPITAL -call in medical emergency			
DENTIST -routine care and problems with teeth			

THINKING ABOUT YOUR BUDGET

Sometimes we can be surprised by the cost of finding or starting a new job. Awareness of some of the hidden costs may enable you to better plan for the future.

Check (✓) each item that applies to you and fill in the dollar ($) amount.

HOUSING:

Where will you live?

What moving costs will there be? (✓) — Cost

_____ rent a truck $_____________

_____ phone hook up $_____________

_____ damage deposit on apartment $_____________

Total Moving Costs $_____________

+

Do you have:

_____ furniture

_____ bedding

_____ towels

_____ kitchen dishes, pots and pans

If not, what will this cost $_____________

= TOTAL $_____________ (one time cost)

PRESENT COSTS:

What monthly bills do you presently have? (✓)

_____ car or transportation costs $_____________ per month

_____ insurance payments $_____________ per month

_____ (car) loan payments $_____________ per month

_____ child care payments + $_____________ per month

_____ doctor or hospital bills $_____________ per month

_____ credit card payments $_____________ per month

= TOTAL $_____________ (present monthly cost)

FUTURE COSTS:

What monthly bills will you have? (✓)

_____ rent or housing cost $_____________ per month

_____ food $_____________ per month

_____ water $_____________ per month

_____ heat + $_____________ per month

_____ electricity $_____________ per month

_____ laundry $_____________ per month

_____ clothing $_____________ per month

_____ recreation/fun $_____________ per month

_____ car maintenance & insurance $_____________ per month

= TOTAL $_____________ (future monthly cost)

Add together present and monthly cost totals = $_____________

What will your monthly income be after deductions? $_____________

Will you have enough money to make it?

MAKING RESPONSIBLE EMPLOYMENT DECISIONS

There are three important elements involved in making responsible employment decisions. They are:

1. Know all the facts about the job duties and requirements--is this a job you really like?
2. Let the employer know your decision within a reasonable amount of time--as soon as you can.
3. Tell the employer your decision in a courteous and positive way.

When you are deciding about whether or not to take a job that is offered, find out and think about:

- the duties and responsibilities of the job--can you realistically do the job
- if there is room to move up to more responsible jobs in the future
- what the wages and benefits are
- where the job is located and whether you would have to move to another community
- what you would be required to wear on the job--uniforms, dress or work clothes
- if there is physical work involved and how much
- whether this is a job you would really like
- if the job appears to be stable and long-term

Remember, you may need to take a job just to get started in your career, to get experience, or to make money to survive. Most of us don't stay with one job for the rest of our lives.

FACTS ABOUT MY JOB OFFER

Be sure you know this information before you accept the job offer.

Company Name: ____________________

Job Title: ____________________

Main Duties of the Job: ____________________

____

____

Salary: $__________/hour = $__________/month

Benefits: ____________________

		(✓)
Work Hours: ____________________	full-time	______
	part-time	______
Work Days: ____________________	overtime	______

Job Location: ____________________

Dress Code: ____________________

Physical Work Involved: ____________________

Job Future (long-term, advancement opportunities): ____________________

____

Would I like this work? ____________________

(✓)

Will I accept the job? __________ yes __________ no

LET THE EMPLOYER KNOW YOUR DECISION AS SOON AS YOU CAN

When you are deciding whether or not to accept a job offer keep in mind that the employer who offered you the job and other candidates for the job are waiting for your response. If you turn the job down, it will undoubtedly be offered to someone else. If you accept the job, you will impress the employer by responding within a reasonable amount of time.

When you are deciding whether or not to accept a job offer, you usually have three choices:

(1) ACCEPT THE OFFER RIGHT AWAY

Think about and make your decision shortly after you interview--possibly even before the job is offered to you. That way you can respond right away if the job is offered and you will appear very eager to work and motivated.

(2) TURN DOWN THE JOB OFFER

You may decide that the job would definitely not be a good one for you. If so, let the employer know your decision as soon as possible. Remember, there is probably someone else who would like the job and is waiting to hear from the employer. Also, be sure to politely thank the employer for the interview as well as the offer. Leave a good impression as you never know when and where you might meet again in the future. You might even want to apply with this same company later.

(3) ASK FOR MORE TIME TO MAKE YOUR DECISION

Ask for more time only if you are sincerely interested in the job. Be sure to let the employer know that you are very interested, but need a little more time to decide. Never ask for more than a day or two to make the decision. Be very careful not to come across as too demanding or not interested in the job as this may damage the relationship between you and the employer.

If you are offered a job during the interview, it is probably wise to ask for a little more time to think about the offer. The employer and you should decide together upon a time for you to let them know your final decision. Be sure to respond by that agreed upon time.

BE COURTEOUS AND POSITIVE

Remember, always thank the employer for a job offer and leave a good impression--no matter what you decide to do.

JOB KEEPING SKILLS

If you have work habits such as these, you will have no trouble keeping your job!

1. BE FLEXIBLE. Employers' needs can change often. If you are willing to do the work that your employer needs you to do, you will be well liked and a lot happier, too.
2. BE RELIABLE. Do what you say you will do. This means getting to work on time and doing the job that you said you would.
3. GO TO WORK EVERY DAY. No employer will put up with a worker who comes to work only when and if they feel like it. If you are really sick, be sure to telephone your boss as soon as possible.
4. BE COOPERATIVE WITH OTHERS. You must be able to work well with other people--this includes both co-workers and supervisors.
5. WORK ON YOUR OWN. Once you have been trained in, learn to work without needing to be told what to do next. If you have finished your work and are not sure what to do next--ask your supervisor.
6. KEEP A GOOD ATTITUDE. Accept your share of work without complaining or slowing down. If someone tells you that you can do your job better--try to learn from what they say. A smile and friendly attitude will work wonders for you and for those working around you.
7. BE HONEST. Do not steal materials or time from the employer. The worker who comes in late, leaves early, or works too slowly on purpose, is a time stealer because they get paid for work not done.
8. WORK WHILE ON THE JOB. Too much talk or play on the job will get you in trouble. Personal phone calls should be made or received only when absolutely necessary. Also, leave personal problems and time for romantic relationships at home.
9. OBEY WORK RULES. Follow the rules concerning work hours, safety laws, dress code, and any others the employer has. Breaking these rules could cost you your job.
10. FOLLOW COMPANY CUSTOMS. These are the rules of the company that may not be written in any employee handbook, but everyone follows them anyway. Such customs might include dressing the way other workers do, or coming to work 15 minutes early each day. Not following these unwritten rules may mean you may never "fit in" at work.

COMPANY RULES AND FITTING IN

Once you have accepted a job offer, it is important to find out about company rules. If possible, do this before your first day on the job, so that you don't make mistakes and get off to a bad start without knowing it.

Company rules are usually about:

- work schedule--when you start, take breaks, have lunch, and leave for the day
- what is acceptable to wear on the job
- safety rules and regulations
- rules for taking and reporting sick leave and vacations
- specific rules and procedures on how to do your job
- guidelines on how to work with other people including co-workers, supervisors and customers or clients
- specific grooming and cleanliness issues

Can you think of any company or school rules which you have worked under? Did they seem fair?

GUARANTEED WAYS TO MAKE A GOOD IMPRESSION ON THE JOB

- Be on time to work each day--15 minutes early is even better--it shows you are eager to work.

- Leave for break and lunch on time and return on time--it shows you are dependable.

- Leave a little bit late at the end of the day--it shows you are hardworking.

- Listen carefully, follow directions, and ask questions when you need help--it shows you care about your work.

- Work carefully and take pride in doing the best you can--it shows you would be a good person to promote to even better jobs.

- Accept constructive criticism or suggestions well--try to learn from it instead of getting upset.

- Be friendly and considerate of others--stay away from other workers who are not.

- Finally, if you decide to quit your job, be sure to give at least two weeks notice--it shows you are responsible.

*** Getting along with others will help you on this job as well as help you get future jobs.

"FITTING IN" ON THE JOB

1. Being the new person on the job is not always easy. Many people watch you to see what kind of worker you are and to find out what kind of person you are. The "new person" often gets the work that no one else wants. Sometimes it takes awhile to be accepted by other workers, and you may feel lonely. Until you know who to trust, watch what you say. It's not always easy to be new on the job, but before you know it there will be some other "new person," and you will be one of the old gang.
   What experiences have you had being the "new person"--how did you feel?

2. To "fit in" on the job you must look and act in a way similar to other responsible workers. This means your dress and grooming should be appropriate--work is not the place to try out the latest fads in clothing or hairstyle. Keep it conservative in most cases.
   How can you know the right way to dress for a new job?

3. Work is no place for drinking alcohol, or using drugs, or for romantic relationships. Your time on the job should be spent working--not spent on other matters that would get in the way of your doing the job well or make other workers uncomfortable. It is also no place to dwell on your personal life or personal problems.
   Have you ever felt uncomfortable working with others who were involved in personal matters on the job?

Fitting in (continued)

4. While you are learning your job, stay in touch with your supervisor. Do what your supervisor tells you to--not what other workers say. Ask questions when you need to, but don't become a "pest" bothering the supervisor when it is not necessary. Be sure to let your supervisor know when you have finished your work so that you can be given new assignments. This will make you appear hardworking and motivated. Also, let the supervisor know ahead of time if you will miss work or be late--and try not to let this happen at all if possible!
Have you ever been unsure of what your supervisor expected or wanted you to do? How did you handle it?

DOING THE JOB RIGHT - AN EMPLOYER'S EXPECTATIONS

An employer expects at least four things from workers:

1. QUALITY - This means work that is good or accurate enough to represent the company. If you are a typist, it means typed work with no mistakes. If you are a janitor, it means very clean work areas. For a sales clerk, it means good customer service and accurate charges for the goods purchased.
   What quality would an employer expect in the three jobs you have chosen to look for?

2. PRODUCTIVITY - This means working fast enough. In other words, working at the rate an employer feels is reasonable to ask of the workers. If you are a typist, it might mean typing at a speed of 50 words per minute. If you are a janitor, it might mean cleaning ten rooms in one day. A sales clerk might be expected to sell $200.00 worth of goods each day.
   What kind of work speed might be reasonable for the employer to expect in the three jobs you have chosen to look for?

3. RELIABILITY - This means that when you say you will do something, you do it. When you say you will be somewhere at a certain time, you are. A typist might promise to finish typing a report by noon. A janitor might agree to have a banquet room set up by four o'clock. A sales clerk might promise to "hold" or put aside a specific item for a customer.

   Being to work on time and every day are also considered to be items of reliability. This is one of the most important concerns to an employer.
   Have you ever worked with anyone on the job who was not reliable? What effect did that have on you?

Doing the Job Right (continued)

4. HONESTY - This means not stealing from the work place. It also means telling the truth when you apply for a job as well as on the job. Finally, doing something other than your job during work time is considered to be dishonest--in a sense, you are stealing the employer's time. Typing personal letters at work instead of doing the assigned work would be dishonest. Reading or sitting around on the job instead of doing the work would also be considered dishonest. Of course, taking anything that is not yours from work is not only dishonest, but illegal and you could find yourself in real trouble--not only with the employer, but with the law!

   Have you ever worked with someone on the job who was doing things that you believed were not honest? What did you do?

WORKING WITH OTHERS AND GETTING ALONG

The way you get along with the people you work with will probably be the most important part of "fitting in." When you meet your co-workers, be friendly and courteous. Ask them for help when you feel you need it. Since they were new on the job once too, they will probably be glad to give you a hand. Because they also have jobs to do, be careful not to bother them too much.

Be seen as thoughtful, hardworking, and cooperative. Be sure you don't give a bad impression by appearing to be a gossip, know-it-all, loner or complainer.

Remember, it is very important to get along with your co-workers as well as your supervisors. Leave a good impression.

Unfortunately, it is not always easy to get along with everyone. Sometimes there can be "personality problems" and it seems to be nearly impossible to get around the problems that result. This can happen with both co-workers and supervisors and could result in your being fired from the job if a way to solve the problems is not found. Has this every happened to you? What did you do?

Common reasons for people not getting along

- differences of opinion on specific issues
- different goals and values in life with little respect for other ideas
- confusion or misunderstanding of what was said, done or meant by another person
- a sense that one person is treating another unfairly
- not trusting another person to be dependable and honest
- believing that the other person does not have the ability to do a good job

PROBLEM SOLVING ON THE JOB

What can you do if you are having problems getting along with others at work?

TRY THESE:

1. Think about the problem(s) and try to see your part in the responsibility for the problem.

2. Try to look at the situation from the other person's "point of view"--how might you feel if you were that person?

3. Think about the changes that you would be willing to make in order to solve the problem.

4. Talk with the other person about your concerns and desire to solve the problem if possible. Do not "blame" the other person, but try to talk about your part.

5. If necessary, talk with your supervisor about your concerns without blaming the supervisor or another person. Seek help from the supervisor in solving the problem.

6. Show your willingness to make some positive changes on your part and demonstrate a good attitude.

SOME OF THE MOST COMMON PROBLEMS EMPLOYERS HAVE WITH WORKERS

Absent from work

Problems with supervisors

Not skilled enough to do job

Problems with the law

Poor appearance and grooming

Working in a group

Lack of training

Using alcohol or drugs

Personal problems

Angry or hostile personality

Late to work

Not getting along with co-workers

Stealing or cheating

Unreliable transportation

Lack of confidence

Leaving the work area

Not having necessary tools

Low quality work

Not motivated

Not self-starting

Common Reasons Employers Give for Firing Workers

Number 1: Being late for work

Number 2: Not showing up for work

Number 3: Not listening to or respecting employer/supervisor

Number 4: Not getting along with co-workers

A recent survey showed that 10% of college graduates are either fired or "strongly encouraged to resign" within the first year they enter the work force. The most common reasons listed were:

- "failure to fit in"
- misunderstanding of the applicant's qualifications
- "bad chemistry with the boss"
- office politics

CAREER PATHS

Finally, after you have learned your job well and have worked satisfactorily for some time on the job, you may want to keep your eyes and ears open for chances to grow with the company. This may mean learning new skills and even advancing to a more responsible job. This could involve better wages, better working conditions, and even power and recognition.

Following are some common path careers often taken as people advance on their jobs.

Dishwasher ------> Kitchen Helper ------> Salad Maker ------> Cook's Helper------> Assistant Cook -------> Cook

File Clerk -------> Receptionist -------> Clerk Typist -------> Secretary ------> Administrative Assistant -------> Office Manager

Stock Clerk ------> Sales Clerk -------> Assistant Department Manager -------> Department Manager ------> Assistant Buyer -------> Buyer

It helps to have some ideas about your future goals or plans. Job advancement happens by a change in jobs. Sometimes this means you must also change employers. Sometimes it means more training or education to keep advancing in your chosen work. Be aware of this and try to get all the information you need to make your decisions.

Can you think of any job advancement opportunities that might be available for your three chosen job goals?

Fill in the blanks to your possible career paths:

Your Job Goal #1: ☐ -----> ____________

-----> ____________ -----> ____________ -----> ____________

Your Job Goal #2: ☐ -----> ____________

-----> ____________ -----> ____________ -----> ____________

Your Job Goal #3: ☐ -----> ____________

-----> ____________ -----> ____________ -----> ____________

UNIT 6

WHERE DO I GO FROM HERE--WHAT NEXT?

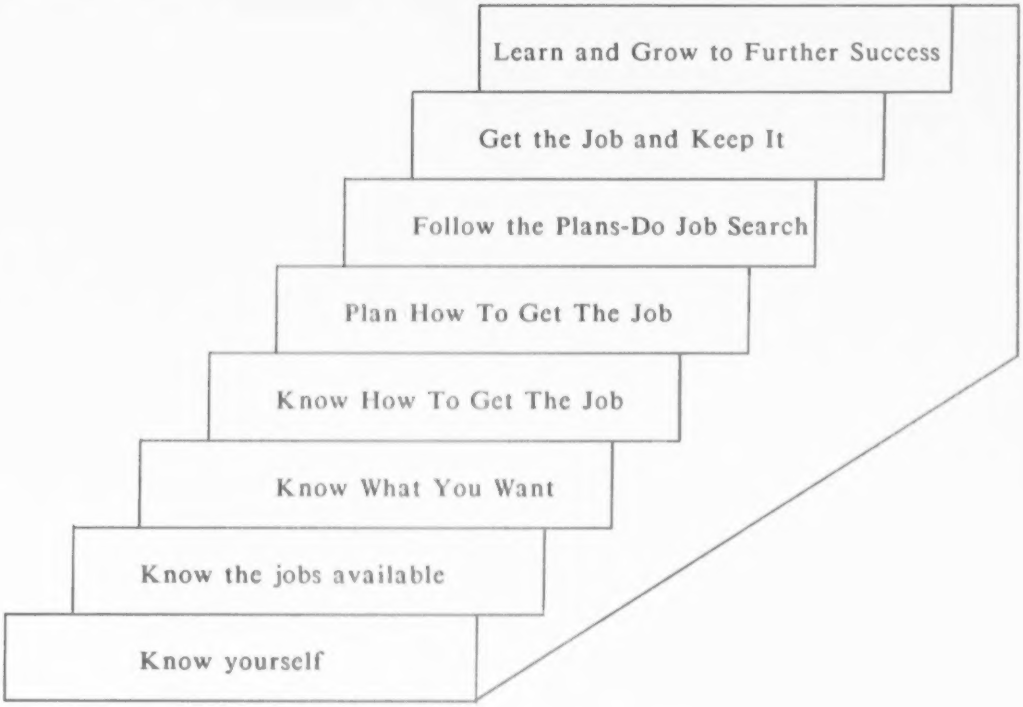
REVIEW - ON THE ROAD TO SUCCESS

Congratulations! You have made it through the Job Seeking Skills Course and should now be ready to go out, find, get, and keep the job you want. You will find that your own job seeking skills will improve with each experience--practice makes perfect.

You will probably make mistakes--all of us do. Some days will be better than others. Don't let the bad days get you down. Remember, there will be another good experience around the corner if you keep trying and you will be learning from each new experience.

There is a lot to remember when you are looking for a job. If you find yourself running into problems, go back, and look at some of the suggestions in this manual. Talk with your instructor, with friends, or family about things that are happening to you--you may get some good advice.

Best of luck to you! A good job is worth all of the time and effort you put into getting it.


Learn and Grow to Further Success
Get the Job and Keep It
Follow the Plans-Do Job Search
Plan How To Get The Job
Know How To Get The Job
Know What You Want
Know the jobs available
Know yourself

EIGHT STEPS TO SUCCESS

1. Know my interests, values, skills and abilities.
2. Know what jobs are available to me.
3. Set job goals--both short-range and long-range.
4. Know how to get the job I want now.
5. Develop plans and strategies to get the job I want.
6. Follow the plans--do the Job Search.
7. Get the job and keep it!
8. Learn and Grow to Further Success!

REVIEW: STEPS INVOLVED IN LOOKING FOR A JOB ON MY OWN

STEP 1: Know your interests, values, skills and abilities.
STEP 2: Select three jobs which you would like to have now--short-term goals. Also, if you can, set some long-term goals--what do you want to be doing five years from now; ten years from now?
STEP 3: Develop a resume to present you to employers--your special skills and abilities on paper.
STEP 4: Plan your job search--who you will contact, when, where and for what jobs.
STEP 5: Plan and prepare what you will wear for your job search.
STEP 6: Apply for jobs--in person, by telephone, and by mail. Be sure to follow up or contact again employers you have not talked with in several weeks.
STEP 7: Interview--be prepared to present yourself positively and confidently.
STEP 8: Rejections--happen to most people--reward yourself for your effort and hard work and get back to your job hunt.
STEP 9: JOB OFFER--it will happen! Consider carefully and accept or decline courteously and as soon as possible. If you decline, go back to Step 6.
STEP 10: Practice good and responsible job behaviors and job keeping skills.

Finally, after you have learned all there is to learn in the job you were hired for, you may want to keep your eyes open for chances to grow with the company--learn new skills and maybe even advance to a better position. You may also want to leave the company and go on to another. Be aware of such opportunities and good luck! But don't offend the employer by looking for a change while you are still brand new on the job.

SELF-ASSESSMENT

Am I Ready For My Independent Job Search?

Check (✓) each step as you feel ready.

STEPS	YES	NO
1. I have identified and am aware of my interests, values, skills and abilities	____	____
2. I have selected three jobs which I would like to have now and am qualified for	____	____
3. I have a resume which presents my skills and abilities well	____	____
4. I have a job search plan developed which tells me where to look for work	____	____
5. I have the appropriate clothes for my job search and interviewing	____	____
6. I am ready to apply for work in person, by mail and by telephone	____	____
7. I am prepared to answer interview questions in an appropriate and positive way	____	____
8. I am aware that rejections happen and I believe that will not keep me from getting back out there and trying again	____	____
9. I am aware of the things to consider before accepting or turning down a job offer in a timely and courteous manner	____	____
10. I am aware of job behaviors which are appropriate and will help me keep my job	____	____

If you feel unprepared in any of these areas, talk with your instructor so you can get the help you need.

REFERENCE LIST

Anderson, D., & Aves, D. K. (1982). Planning your job search: Making the right moves. Minneapolis, MN: Sister Kenny Institute.

Azrin, N. H., & Besalel, V. A. (1983). Job club counselor's manual: A behavioral approach to vocational counseling. Baltimore, MD Pro Ed, Publisher.

Bolles, R. N., & Zenoff, V. B. (1977). The quick job hunting map: A fast way to help. Berkeley, CA: Ten Speed Press.

Control Data Education Company. (1978). How to select and get a job. St. Paul, MN: Control Data Corporation.

Farr, J. M., Gaither, R., & Pickrell, R. M. (1983). The work book. Bloomington, IL: McKnight Publishing Co.

Hodgson, K. A. (1979). Job seeking skills: A curriculum and guide. Menomonie, WI: University of Wisconsin-Stout, Stout Vocational Rehabilitation Institute, Vocational Development Center.

Job Readiness Clinic (unpublished materials). Austin, TX: The University of Texas at Austin, College of Education.

McHugh, J. (1981). Filling out job application forms. St. Paul, MN: Changing Times Education Service, EMC Publishing.

McHugh, J. (1980). Finding a job. St. Paul, MN: Changing Times Education Service, EMC Publishing.

Rehabilitation Education and Services Branch. Job seeking skills. State of Iowa.

Rosove, B. (1980). PLACE: Guided steps to employment readiness. Ottawa, Canada: Advanced Development Division, Occupational and Career Analysis and Development Branch, Canada Employment and Immigration Commission.

Singer Education Division. (1978). Career entry activity manual. The Singer Company.

Thourlby, W. (1980). You are what you wear: The key to business success. New York, NY: Signet Classics.

Vera Institute of Justice. (1980). Pathways to employment: Strategies for assisting hard to employ people. Menomonie, WI: University of Wisconsin-Stout, Materials Development Center.